

# RESUME

## ARUN KUMAR REDDY PALLE

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## CAREER OBJECTIVE

To obtain a responsible role in where I can apply my 09+ years of management experience, customer handling skills, and operational knowledge to improve service quality and strengthen customer relationships.

## PROFESSIONAL SUMMARY

Experienced professional with 09+ years of leadership experience, currently working as Assistant Manager and Head of Department at Shirdi Sai Electricals Ltd in Kadapa. Skilled in customer handling, team supervision, process management, and operational coordination. Strong ability to resolve issues, manage service teams, maintain client relationships, and ensure high levels of customer satisfaction.

Seeking a challenging position in where I can utilize my leadership and problem-solving skills to enhance customer experience and organizational performance.

## WORK EXPERIENCE & CAREER GROWTH:

- Career started as Graduate Engineer Trainee at at Shirdi Sai Electricals Ltd in Kadapa from 5-12-2016 to 04.12.2017.
- Promoted as Engineer at Shirdi Sai Electricals Ltd in Kadapa from 5-12-2017 to 04.12.2022 .
- Promoted as Senior Engineer at Shirdi Sai Electricals Ltd in Kadapa from 5-12-2022 to 30.11.2025.
- Promoted as Assistant Manager at Shirdi Sai Electricals Ltd in Kadapa from 01-12-2025 to till date.

## POFESSIONAL SKILLS:

- Customer Relationship Management
- Customer Complaint Handling & Resolution
- Service Operations Management
- Team Leadership & Supervision
- Escalation Management
- Client Communication
- Process Improvement
- SAP ERP (SD&CS Modules)
- MS Office (Excel, Word, PowerPoint)
- Failure Analysis Reporting & Documentation
- Problem Solving & Decision Making
- Service Quality Monitoring

**Key Responsibilities:**

- Managed departmental operations and supervised team members
- Handled customer queries, complaints, and service-related escalations
- Ensured timely resolution of customer issues
- Coordinated with internal teams to deliver quality service
- Maintained service records and reports using SAP and MS Office
- Improved service processes to enhance customer satisfaction
- Monitored team performance and ensured service standards compliance
- ISO Systems compliances

**EDUCATIONAL DETAILS:**

- Bachelor of technology (EEE), Year of pass-2016 with 68%
- Diploma in EEE, Year of pass 2013 with - 86%
- SSC, Year of pass 2009 with 76%

**TECHNICAL SKILLS**

- SAP ERP (SD&CS)
- MS Excel
- MS Word
- MS PowerPoint

**LANGUAGES:**

1. Telugu (Fluent)
2. English (Fluent)
3. Hindi (Fluent)

**PERSONAL DETAILS:**

- Father's Name: Late P. Hajarath Reddy,
- Mother's Name: P. Padmavathamma
- Date of Birth : 02-July-1992,
- Address : 1-150, P Nagireddypalle (Village), Padakandla (post),  
Allagadda (Mandal), Nandyala (Dist)-518543.

**DECLARATION**

I hereby declare that the above information is true and correct to the best of my knowledge.

Arun Kumar Reddy Palle.