



Kumaraguru Selvadurai

Address: Block A- 08-05, Sri Teratai Apartment, Puchong, 47100,
Selangor, Malaysia

Mobile Number: +60162722594. Email address: kuvants@yahoo.com

Professional Experience

Asian Tigers Mobility

February 2011 – Present

Senior International Relocation Consultant

Objective & Responsibilities:

. To provide international relocation assistance for expatriate and their family members, relocating to and from Malaysia.

- Visa and Immigration assistance
- Assistance with home finding program in expat and non expatriate area
- Assistance with placement in international schools
- Assistance with Tenancy Management (Management of housing issues and defects)
- Assistance with Expense Management (Monitoring of lease, utilities, school and other expatriate expense payments)
- Assistance with introduction of Malaysian cultural orientation and training.
- To liaise with real estate agents to find suitable properties whilst negotiate the best terms and conditions of the lease.
- Coordinate the property inspection, handback and handover of property to tenant and property owner.
- To assist and coordinate with Utilities application and its service provider
- To assist in assimilating the expatriate into their new environment. Introducing them on banking, driving, healthcare and furniture purchasing.
- Administration support of extension or termination of housing tenancy, as well as returning the property at departure. Include of assistance for cancellation of utilities.
- Resolves expatriate requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
- Liaise directly with the expatriate for their personal expectation on the property.
- Supervise maintenance, such as landscaping, repairs and conduct periodically property inspections with the tenant and landlords

WMG Marketing Sdn Bhd January 2010 – February 2011
Senior Executive Customer Service and Projects Manager

Objective & Responsibilities:

. To increase the revenue and sales for the company development.

- Marketing and sales of National Geography Explorer products to schools in Klang Valley
- Manage the promotion of National Geography Explorer, National Geography Magazines and Mag Ez products in Klang Valley.
- Management of Malaysia office, include of overseeing of stocks, managing complaints and enquiries from magazine subscriber, distributor, vendors, business partners and other offices.
- Management of PMCS Assistants including of assisting them on their day to day jobs and overseeing their duties during their absence.
- Enhance the marketing strategy in Malaysia, thus leading to further development to WMG Malaysia.

Santa Fe Relocation (M) Sdn Bhd March 2007 – December 2009
International Relocation Consultant

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Gulf Warehousing Company (Qatar)
Senior Customer Service Lead

March 2004 - March 2007

Objective & Responsibilities:

To lead the Customer Service Department in accordance to the organization business requirement.

- To develop a customer service policy for an entire organization;
- Managing a team of customer services staff;
- Investigating and solving customers' problems, which may be complex or long standing problems that have been passed on by customer service assistants.
- Developing feedback or complaints procedures for organization reports
- Developing customer service procedures, policies and standards for the organization or department;
- Being involved in staff recruitment and appraisals;
- Training staff to deliver a high standard of customer service;

Scicom Sdn Bhd
Customer Service Executive Call Centre

November 2003 - February 2004

Objective & Responsibilities:

To provide excellent customer service support in accordance to the requirement of the organization

- To provide help and advice to customers using the organization's products or services;
- To communicate courteously with customers by telephone, email, letter and face to face;
- Handling customer complaints or issues
- Keeping accurate records of discussions or correspondence with customers;
- Producing information for customers

Impian Care Services
Operation Executive

June 1997 - November 2003

Objective & Responsibilities:

To promote the growth of customer service level and meet the organization financial objective

- To enhance collection process of the outstanding accounts from default pay masters.
- To purchase and receive goods for the organization
- To communicate courteously with customers by telephone, email, letter and face to face
- Investigating and solving customers' problems, which may be complex or long standing problems that have been passed on by customer service assistants.
- Developing feedback or complaints procedures for organization reports
- Developing customer service procedures, policies and standards for the organization or department;
- Being involved in staff recruitment and appraisals;
- Training staff to deliver a high standard of customer service;

Mutiara Telecommunications (Digi Telecommunications) August 1994
- March 1997
Credit Control Clerk

Objective & Responsibilities:

To meet the organization financial objective

- To liaise with clients on the maintenance of their accounts and payments
- To support collection officers in enhancing collection of outstanding accounts
- To enhance collection process of outstanding and overdue accounts
- To liaise with client on their complaints on bills and other value added services

Academic Qualifications and Skills

Diploma in Business Management with CGPA of 3.24. Graduated in the year of 2000 from PTPL Group of Colleges, Shah Alam. Malaysia

Experienced in Windows, MS Office Suite, Relocation System (Santa Fe Relocation), ATOMS (Asian Tigers Relocation), Atlas (Cartus Relocation), ATMS (Gulf Warehousing Company)

Availability : Within 1 month, after notice

Expected Monthly Salary : USD 5000 (Negotiable)

References

Name : Ms. Kate Southall
Position : Operations Manager, Relocation Services, Asia
Company : Asian Tigers Mobility
Telephone : 6012 470 0341
Email : katemariesouthall@gmail.com

Name : Ms. Sandhya Menon
Position : Assistant Manager Relocation Department
Company : Asian Tigers Mobility
Telephone : 6012 9532403
Email : dhya10@gmail.com

Personal Strength

20 years experience in innovative customer service orientated professional with a proven track record of effective management skills and a rich customer relation management background. Creative at integrating strategies to develop customer relation and retention management.