**RESUME**

**Gulfjobseeker.com CV No:** **10956**

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To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

# CAREER OBJECTIVE

Seeking a Position to utilize my skills and abilities in a professionally managed organization that offers Professional growth while being resourceful, innovative and flexible and contribute to the highest potential to achieve objectives of the company.

# STRENGHTS

* Qualified and Experienced Professional
* Customer Service Management
* Management Reporting – Correspondent
* Skilled Worker, Good Planner & Executor
* Customer Liaison – Client Relationship
* Analytical – Problem Solving Skills
* Self Directed and Result Driven

# EDUCATION & ADDITIONAL QUALIFICATION

* Bachelor of Arts/Mumbai University – Mumbai, India
* Diploma in Public Relations & Advertising - Mumbai, India

# PERSONAL DETAILS

Date of Birth : 20TH October 1989

Marital Status : Single

Languages Known : English, Hindi, Marathi, and Konkani

# PROFESSIONAL EXPERIENCE

**Citibank, N.A., India Jan 2014 to June 2014**

**Senior Executive**

* Conveying to customers about banking rules, charges, services
* Informed the customers about the advantages and ease of use of [credit cards](http://www.greatsampleresume.com/Sample-Customer-Relations-Executive-Resume.html)
* Performed everyday interactions with customers and managed all waiting calls within timeframe.
* Greeted all customers patiently and ensured pleasant tone throughout conversation.
* Maintained knowledge of all customer requirements and provided appropriate responses.
* Administered processing of all transactions within required timeframe and accurately.
* Ensured customer satisfaction at end of every call and thanked the customer.
* Provided all confidential information to caller only after authenticating identification of caller.
* Evaluated client identification before providing information on client accounts.
* Assisted customers by taking request for closing cards.
* Coordinated with clients and provided optimal level of customer services.
* Informed clients of any additional and new products and services of bank.
* Provided immediate response to all complex issues of premier customers over phone.
* Performed research if required to resolve all customer issues.
* Analyzed customer issues and if required transferred phone call to senior members.
* Maintained a professional image at all times.

**Convergys Pvt. Ltd., India June 2011 to Dec 2013**

Business Processing Outsourcing Company that manages and operates business processes for Australian Telecom Company (OPTUS)

**Customer Service Executive**

* Handling inbound calls for enquiries, billing & service issued related to landlines.
* Handled and resolved non-routine telephone enquiries.
* Managed resolution of complex residential business inquiries, complaints, and billing questions.
* Tracked, troubleshoot and gathered information from client.
* Resolved problems, promoted and sold products services.
* Strong accomplished customer service experience.
* Wide knowledge in computer hardware and software applications along with experience using the Internet.
* Good knowledge of networking and Customer support.
* Strong troubleshooting and problem-solving skills.
* Excellent Voice Speech Communication Skills.
* Ability to efficiently multitask and navigate a computerized data entry system and relevant applications.