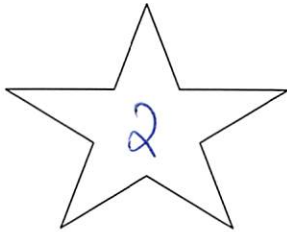
 <b>Gulfjobseeker.com</b> <i>Helping you to search best jobs &amp; talent since 2002!</i> <b>APPLICATION FORM - NEW REGISTRATION</b>  <b>NOVEMBER-2014</b>		Profile Score 	
Recent Photograph		Date <u>11/NOV/2014</u>	CV No <u>97320</u>		
Profession / Specialty		<u>CUSTOMER SERVICE</u>			
Industry / Projects		<u>CALL CENTER.</u>			
Nationality	<u>INDIAN</u>	Place of Birth / City of Origin	<u>MUMBAI</u>		
Gender	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Marital Status	<input type="checkbox"/> Single <input checked="" type="checkbox"/> Married <input type="checkbox"/> Separated		
Religion	<u>MUSLIM</u>	Birth date ( DD-MON-YEAR)	<u>11-JULY-1985</u>		
Languages	Mother Tongue <u>HINDI</u>	Other Languages <u>ENGLISH.</u>			
Qualification		<u>HSC</u>			
Gulf Experience	<u>0</u> Years <u>0</u> Months	Total Experience	<u>7</u> Years <u>2</u> Months		
Gulf Driving License	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Do you have own car?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Visa Validity Date	<u>D 30 M 11 Y 2014</u>	Visa Status	<input checked="" type="checkbox"/> Visit <input type="checkbox"/> Employment <input type="checkbox"/> Student <input type="checkbox"/> Dependent		
Employment Status	<input checked="" type="checkbox"/> Employed back in Home Country <input type="checkbox"/> Employed in Gulf <input type="checkbox"/> Job Less-Unemployed				
Last Salary Drawn	Currency <u>INR</u> Value <u>17000</u>	Last Salary Verified	<input type="checkbox"/> Offer Letter <input type="checkbox"/> Contract		
Expected Salary	Currency <u>AED</u> Value <u>4000</u>	Salary Increment Letter	<input type="checkbox"/> Pay Slip <input type="checkbox"/> Statement		
How much notice period you will need to join new position? <input checked="" type="checkbox"/> Can Join Immediate <input type="checkbox"/> 1 Week <input type="checkbox"/> 1 Month <input type="checkbox"/> _____					
Do you have any kind of health condition which can hamper you to perform your duties? <input checked="" type="checkbox"/> Fit to work <input type="checkbox"/> Yes _____					
Do you have any kind of outstanding loans / finance / credit card facilities to repay? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____					
Do you have any kind of civil or criminal cases pending against you in any courts? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____					
What is the reason for your Job Search?		<u>FAMILY RESPONSIBILITY.</u>			
How many jobs you have applied so far?		<u>NONE</u>			
		How many interview calls you have received so far? <u>NONE</u>			
What is your talent? Describe in detail. <u>A TEAM WORKER. HARD WORKING GUY. and really multitasking. with an ability to interact with a wide range of people.</u>					
PCL Certificate	Gulf Experience	High Academic Scores - Mark Sheet	Worked 2+ yrs with employer		
Fitness Certificate	Gulf / Intl Driving License	Post Graduate & Above Education	Promoted in Previous Job		
IT Literacy	Arabic Proficiency	On Job Training Certificates	Awards or Appreciation		
		IELTS Proficiency	Experience Verified		
Bonus Score	+ Gulf Score	+ Education Score	+ Experience Score		
Based on documents verified by our HR Assistants the candidate has achieved total score points of			= Total Score <u>2</u>		



### **Objective**

Seeking a challenging position in a growth oriented organization to contribute towards organizational success and where my customer relations experience can be fully utilized to improve customer satisfaction."

### **Synopsis**

Hardworking, energetic and result oriented professional with 6 years of experience in FINANCIAL INSTITUTION and CUSTOMER SERVICE. Highly ethical, trustworthy and multitasking with an ability to interact with a wide range of people.

**Aircel Limited**  
**MIDC, Andheri**

### **Job Profile: Relationship Manager (Oct 12 till Date)**

- Key account management of the major accounts, exploring customized solutions for corporate clients as per the current market.
- Responsible for the monthly revenue and collections.
- Planning Implementing and execution of business efforts as per client's requirement.
- Retentions of customers by designing special retention plans.
- Working closely with the marketing team for different and unique solutions for the customers.
- Responsible for leading the sales team for direct sales, cross sale, up sale and promotion of our new launched products to HNI.
- Ensure top class service delivery to clients to be in line with the best in the industry & Assist in resolving service hurdles to create a delight situation for customers
- Any suspicious issues to be immediately reported to the concern team
- Forward process suggestion to back end & provisioning team

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- Highlights network related issues faced by customers to Network Team & to get it resolved
- Co-ordinate with Finance Team in introducing various discount schemes to improve payment collections before due date

## **IBM Daksh**

**Mind Space, Malad**

### **Job Profile: Customer Service Executive (March 2008 until July 2012)**

- Opening new account and on-boarding new Customers.
- Verifying customer details and quick check of documents submitted by the customer.
- To resolve any query related to Bank or Bank's Product.
- Adherence quality to "ZERO" errors
- Floor management and ensuring 100% On Job Certification

## **Head Start Marketing Services Pvt Ltd** **Mumbai**

### **Job Profile: Telemarketing Sales Representative (Sept 06 to Feb 08)**

- Identifying Customer financial Requirements.
- Maintaining Customers data and regularly out calling the customers.
- Providing Personal loan to the customers against their Credit Cards.
- Achieving Target for Sales & Quality.

### **Training and Seminars Attended**

- Telephone Etiquette  
Feb. 2009
- Quality Management and Risk Compliance Seminar  
Feb. 24, 2011

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**Educational Qualification**

Higher Secondary Certificate (HSC) - 2005-2006

Secondary School Certificate (SSC) – 2002-2003

**Personal Details:**

**Date of Birth** : 11th July 1985.

**Marital Status** : Married.

**Nationality** : Indian.

**Languages Known:** English, Hindi, and Marathi.

**Date:-**

**Place:-** Mumbai

(Signature)

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