**ANAMIKA**

**ANAMIKA.316197@2freemail.com**

Extensive business background in multi-cultural environments; Sound understanding of basic framework of end-to-end business operations

**~Branch & Banking Operations, Client Relationship Management, Team Management~**

**Location Preference:** Dubai & Sharjah~ **Industry Preference**: Banking & Customer Service

**PROFILE SUMMARY**

**Over 9 years** of experience in **Client Servicing, Sales, Team Management and Banking Operations**

* Proven skills in developing sales and delivery capabilities in-line with designed strategy
* Experience in developing & streamlining working procedures for enhancing operations of the company; managing general financial functions in coordination with internal / external departments for smooth business operations
* Capable of performing scrutiny of documents related to various bank products
* Hands-on experience in Operations & Process Management focusing on maximizing customer satisfaction, process compliance and quality
* Expertise in achieving goals set for better quality, improving processes and higher operational efficiency
* A team player with the capability to work in multicultural environments; successful at motivating staff through clear communication and outstanding organizational skills

**CORE COMPETENCIES**

**Branch & Banking Operations**

**Client Servicing**

**Team Management**

**Operations Management**

**Portfolio Management**

**Escalation Handling**

**Sales Functions**

**Resource Optimization**

**MIS & Reporting**

**ORGANIZATIONAL EXPERIENCE**

**May’08 to Sep’15 Abu Dhabi Commercial Bank, Dubai, United Arab Emirates as Assistant Team Leader - Customer Services- Non Stop Banking Center (NSBC)**

**Key Result Areas:**

* Managed a process team of eleven people and assigned specific targets after considering the competency level of individual team members
* Administered banks privilege customers also ensured portfolio enhancement, cross selling and up selling of multiple bank products
* Identified & applied various sales management techniques to maximize/enhance sales
* Developed & managed direct customer relationships and established day-to-day relationship management of the customer
* Attended service customer enquiries and delivered excellent service through communication & team work
* Ensured:
* Consistent delivery to the customer base and coordinated the activities required to meet the standards
* Adherence to the privilege code of conduct/ADCB code of conduct
* Effective redressal of all customer complaints and provided solutions for the escalated problems
* Generated leads and delivered them to the concerned department
* Provided regular feedback to the process manager about the product and contributed towards the improvement of the product/process
* Organized & presented information (MIS reports) needed by management & client
* Devised and implemented effective measures to reduce TAT & improve quality
* Assisted the management in improvement initiatives
* Arranged trainings for existing/ new recruits to improve their performance levels
* Monitored & managed sick leaves and NCNS (No Call No Show)

**Highlights**:

* Automated the preparation of quality & sales reports using Intranet that had previously required 15 hours of effort per week
* Achieved sales worth million through calling even after work hours
* Received an appreciation letter from **certificates from the organization for sales and best customer service**

**Jun’06 till May’08 Infovision as Sr. Customer Service Officer, Team Developer & Quality Auditor- Department Contact Center, Quality & SME**

**Key Result Areas:**

* Accountable or various functions involving answering customer calls & queries
* Managed functions related to roster management
* Serviced & managed UK client base for their daily home network needs
* Involved in cross-selling and up-selling of various company products
* Service customer enquiries and deliver excellent customer service
* Identified & resolved daily escalations and ensured 100% resolution for the same
* Conducted effective trainings for new & existing team members
* Played pivotal role in establishing cordial relationships with the direct customer; Implemented effective measures for quality improvement

**Highlights**:

* Significantly helped several quality enhancement projects
* Skillfully increased quality scores of the entire process to 95% and above
* Actively took part as well as completed and topped the mid-management Leadership workshops

**EDUCATION**

2008 Bachelors in Arts from Bharatiya Shiksha Parishad, U.P

**IT SKILLS**

* Proficiency in:
* MS Word, Excel, PowerPoint
* Outlook and Internet/Intranet

**PERSONAL DETAILS**

Date of Birth: 02nd Aug 1983

Languages Known: English & Hindi