***Anjali***

***Anjali.326135@2freemail.com***

# Executive operations  *– CIT, DSB & Bullion- Profile overview*

A competent professional with nearly 4 years of experience in:



 *¤ Operations Management* ¤ Monitoring *Operations day to day*

*¤ Customer Relation ¤ Customer retention through*

 *regular feedback*

*¤ Conflict Resolution ¤ National MIS monitoring and*

 *analysis*

*¤ Business development & acquiring new business*

# CAREER HISTORY

***SIS Cash Services Pvt. Ltd. - New Delhi, India. Executive (Operations) – CIT, DSB & Bullion: 3 years 09 months: (March 2013 - Till Present)***

Responsible for meeting all relevant and statutory and mandatory requirements associated with day to day operations and for working within the framework of the company’s core values, as well promoting its ethos and mission statement.

**Responsibilities*:***

* Responsible for Customer Liasioning /Retention, and follow up for annual rate enhancements at corporate.
* Responsible for handling day to day crew issues in operations for Pan India branches.
* Responsible for preparing commercials/proposals for new businesses and coordinating with the new customers for new businesses.
* Responsible for Implementation of Operational SOPs & ISO Compliance and compilation of the documents at national level.
* Monitoring the attrition rate of the crew member's and corrective action from time to time.
* Preparing comparison between budget and revenue achieved.
* Responsible for smooth functioning of day to day operations, complete monitoring of operations.
* Deployment plans for starting new businesses, Disbandment Reports, regular customer feedbacks through the regions and branches.
* Responsible for smooth operations of cash pick up & deliveries for various banks, bullion consignments & cash in transit operations.
* Handling grievance and queries of clients.
* Review of Profitability of CIT, CPD & Bullion business by Client wise and route wise.
* Analyzing regional profitability taking into consideration cost, billing and expected business volume, etc.
* Monitoring and Analyzing MIS on daily, weekly and monthly at Corporate Level.

***Country Club India Ltd. – New Delhi, India Direct Marketing Executive : 8 months : (April 2012 - February 2013)***

***Responsibilities:***

* Responsible for meeting prospective clients regularly.
* Responsible for representing company’s profile through presentations.
* Responsible for briefing all the products to the clients in the best possible manner to ascertain to get the business.
* Organising events, road shows, and various other activities to promote the company’s ethos and name to the market.
* Generating business through optimum utilization of the resources provided by the company.
* Responsible for customer relation and customer retention through regular feedbacks and upgradation of the product in order to boost up more business outcomes.

# CORE COMPETENCIES

* Business development.
* Mapping client’s requirements and coordinating, developing and implementing in line with guidelines.
* Monitoring overall functioning of processes and operations, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Assessing customer feedback, evaluating areas of improvements and providing feedback to the associates and superiors on improvements to achieve higher customer satisfaction.
* Customer Retention.

# Significant accomplishments

* Worked with **N.G.O (TERRI)** and conducted a survey for **TERRI.**
* Member of organizing team of International Conference in JK Business School.
* Awarded with a certificate for being Active Participant in Organizing Events.
* Awarded with certificate for one year diploma in Hospitalty, Travel & Tourism & Aviation from Frankfinn.

# Project (Summer Internship project):

Effectiveness of Manpower outsourcing of their WD’s, and also to “Develop a model for Manpower Outsourcing” from ITC Ltd.

# academics

**Completed PGDM from “J K Business School- Gurgoan”, India.**

Years of Study : 2010-2012

Specialization : Human Resource Management and Marketing.

**B. Com from “V.B.S. Purvanchal University, Jaunpur, U.P.”, India.**

Years of Study : 2006-2010

College : Harish Chandra P.G. College, Varanasi

**HSC**

Years of Study : 2006

Board : ICSE (Holy Cross School)

**SSC**

Years of Study : 2004

Board : ICSE (Holy Cross School)

# Personal details

**Gender** : Female

**Marital Status** : Married

**DOB :** March 22, 1988

# LANGUAGE KNOWN

English, Hindi

# declaration

 I hereby declare that the above mentioned information is correct to the best of my knowledge