RESUME



***Shaheda***

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**Career Objective:**

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.Dynamic and result driven professional with expertise in client development and accounts management seeking a position in client relationship management. Expertise in building immediate rapport, cultivating new opportunities and maintaining client relationships; respond, resolve, and follow up on critical client technical issues to ensure complete satisfaction.

**Work Experience:**

. Worked 4 years as Client Relationship Manager.

Worked 10 months as Guest Relations Executive in Hard Rock Hotel, Goa.

**Client Relationship Manager**

* Specializes in one stop issue resolution, overall client satisfaction and retention.
* Customer Service
* Project Management Lifecycle
* Needs Analysis• Service Orientation
* Verbal/Written Communications
* Relationship Management
* Time Management
* Issue Troubleshooting/Resolution
* Productivity Improvement
* Staff Supervision Staff Training & Development

**Academic Qualifications:**

* Degree :B.Com Generals from Manav Bharti University.
* Higher Secondary : Board of Intermediate Education from Villa Marie Collage.
* High School : Secondary School Examination from St’ Anns High School.

**Knowledge:**

* Knowledge of System,Internet & Ms Office
* HTML, DHTML, C, C++, Web designing

**Strengths:**

* Strong determination
* Hard working nature
* Good communication skills
* Adventurous sports

**Organizational Leadership & Team Building**

\* Built a strong team from one to twenty members, fostering both independence and a cohesive, productive team environment.

\* Utilized clarity, humor, well-defined goals, and a positive work ethic to establish a spirited organizational culture throughout the company.

\* Developed and implemented strategic objectives to ensure achievement of profitability goals and a high level of client satisfaction.

\* Planned and structured resources necessary to sustain growth of client base.

**Client Relations & Communication**

\* Conducted dynamic and enjoyable training in relationship building and product knowledge for both clients and internal staff.

\* Cultivated excellent long-term relationships with clients, maintaining ongoing communication and facilitating solutions to address concerns.

**Key Skills:**

- Highly motivated and eager to learn new things.
- Strong motivational and leadership skills.
- Ability to produce best result in pressure situation.
- Excellent communication skills in written and verbal both.
- Ability to work as individual as well as in group.

- Hard worker.
- Willingness to learn new things.
- Disciplined & good etiquette.
- Positive Thinker.

**Hobbies:**

-Travelling
-Cooking
-Swimming

**Personal Details:**

Date of Birth : 11-09-1988

Permanent Address : India

Marital Status : Single.

Languages Known : English and Hindi

 Nationality : Indian

**Delcaration:**

I hereby declare that the above mentioned details are true to the best of my knowledge.