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**ISHITA**

**Curriculum Vitae**



**CUSTOMER SALES & RELATIONSHIP MANAGEMENT**

**PROFESSIONAL**

[**ISHITA.341457@2freemail.com**](mailto:ISHITA.341457@2freemail.com)

**PROFILE SUMMARY**

Ardent and confident Client Relation executive with logical, incisive and critical problem solving capabilities. Prolific understanding of the company, its markets, customers, competitors, products, opportunities and threats. Excel in fostering new client relationship and managing existing client’s financial portfolio. Personal motivation to deliver outstanding customer service by anticipating customer needs and exceeding their expectations. Great interpersonal skills with the ability to explain things clearly to the customer. Strong customer complaint handling skills to the point of resolution or hand off.

Dedicated and focused, able to prioritize and complete multiple tasks and follow through to achieve organizational goals. Experience in providing thorough and skilful administrative support to senior executives. Proven track record to ensure samples, price quotations and tasting sheets are received. Experience in obtaining all relevant information for questionnaires and product information as requested by the customers.

**Around 12 years of expertise in:** Sales Coordination, Product Sales, Customer Relationship Management, Issue resolution,

Report Preparation, Team Management, Sales Support, Training and Development

**SIGNIFICANT HIGHLIGHTS**

* Delivering customer value by negotiating and closing contracts.
* Fostering new client relationship and managing existing one to maximize the revenue potential.
* Efficient in contributing to product development and service development initiatives.
* Successfully achieved monthly sales targets decided by the management, the targets are reviewed/changed quarterly basis.

**WORK EXPERIENCE**

**Emirates NBD Bank (UAE) (2015 to 2016)**

**Personal Banking Advisor**

**Key Responsibilities:**

* Building and maintaining client base, kept current client plans up-to-date and recruiting new clients on an ongoing basis. Contacting clients periodically to determine if there have been changes in their financial status.
* Explaining and documenting the types of services that are to be provided, and the responsibilities to be taken by the personal financial advisor.
* Implementing financial planning recommendations and referring clients to someone who can assist them with plan implementation.
* Monitoring financial market trends to ensure that plans are effective, and identifying any necessary updates. Analysingfinancial information obtained from clients to determine strategies for meeting clients' financial objectives.
* Shouldering accountability to offer financial solutions such as personal loans, auto loans, credit cards, selling investment ideas. Entrusting with the accountability to generate sales through walk-in customers at branch.
* Working in close coordination with the product team to get best interest rates and offers on the products.On boarding new clients and ensuring extensive due diligence keeping compliance standards are maintained.

**Emirates NBD Bank (UAE) (2011 to 2015)**

**Sales Executive, Personal Loans Department (Call Center)**

**Key Responsibilities:**

* Evaluated potential loan markets and developed referral networks in order to locate prospects for loans.
* Maintained optimal relationship with customers and internal clients and administered all business requirements. Ensured to offer a first class service to both potential and existing clients.
* Worked in close association with various departments within the bank to process customer requests.
* Made sure funds to be transferred to customer’s account being a single point of contact for the customer to ensure the deal is successfully closed.
* Worked closely with various internal groups to understand business requirements, implement new processes, and contribute to ongoing process improvements.

**JP Morgan Chase services India Ltd. (March 2010 to November 2010)**

**Senior Executive- Customer Service**

**Key Responsibilities:**

* Communicated courteously with customers and provided relevant help and advice. Developed and shared feedback or complaints procedures for customers to use.
* Resolved customer problems and ensured satisfaction through post service feedback and took necessary actions. Provided suggestion and improved customer service procedures, policies and standards.
* Ensured all customer service activities support and strengthen the objectives of the overall organization Conferred with management and staff activities.
* Extended adequate support to formulate effective strategies to improve how services are delivered by understanding the competitive market place to ensure the global standards of service is maintained.
* Evaluated business plans and targets with the team leader, identified gaps and ensured proactive measures are taken to fill capacity and meet the set targets.
* Provided assistance to customers calling from USA to activate the credit card and cross selling various products like quarterly bonus points program and protection bundle.
* Shouldered accountability to work effectively in building relationships with clients/colleagues.

**Hutchison Whampoa Group (2006 to 2010)**

**Service Quality Controller**

**Key Responsibilities:**

* Achieved quality assurance operational objectives by contributing information and analysis to strategic plans and reviews.
* Developed quality assurance plans by conducting hazard analyses, identified critical control points and preventive measures.Validated quality processes by establishing product specifications and quality attributes.
* Shouldered accountability to generate a culture of high quality standards and pro-activeness to ensure consistency in the quality of service provided to the customers.
* Entrusted with the accountability to ensure adherence to the International standard of quality in order to serve a European client base.Ensured to improve the quality levels of service and provided appropriate suggestions and plan of action.
* Worked in close coordination with different departments based on the customer inquiry and ensured the query is resolved on the same call and liaised with relevant teams and follow up with the teams until an End resolution.
* Compiled and maintained a report for all team members and conducted monthly review and training/ coaching session.

**EARLY CAREER**

**ActiMedia Private Limited, Lifestyle PR agency (2005 to 2006)**

**Management Trainee**

**Workstation (2004 to 2005)**

**3d Max and Maya, Animator and Instructor**

**EDUCATION**

**2003** Bachelor of Arts in Philosophy from University of Mumbai

**2000** Diploma in Interior Designing from Raheja School of Interior Design and Architecture

**Certifications:**

* Emirates NBD certified Associate Program
* Certified course in 3D Max Studio 5.0 and Maya 4.0 (Character sketching) and 2D Photoshop, flash, Corel draw from Workstation Institute, Mumbai

**IT Skills:** Microsoft Excel, Word and PowerPoint, hands on experience on Lotus Notes, People soft & CRM

**PERSONAL DETAILS**

**Date of Birth:** 6th January 1982

**Citizenship:** Indian

**Address:** Sharjah, UAE