**Bhavya**

**Bhavya.350371@2freemail.com**

**Objective:-**

Intend to build a career with corporate, where I can explore myself fully and willing to work as a key player in challenging and creative environment to grow.

**Professional Experience:-**

* 4 years 4 months of experience in Banking Compliance, customer relationship management and Team management.
* Adhering to organization’s policy, ability to support and sustain a positive work environment that fosters team performance with relationship management skills and proven ability of achieving service delivery/process targets.
* Ensure quality customer service is delivered.

**Work Experience:-**

UAE Exchange Centre LLC

Junior Officer Operations. 2012 AUGUST – 2016 DECEMBER.

**Core Competencies:-**

* Administered daily operations to ensure policies were adhered.
* Handling the Banking system and responsible for high quality service, customer relationship management, Queue Management.
* Strong business relationship with customer to drive business development.
* Recognize and convert sales opportunities while answering prospect customer inquiries and deepen existing customer relationship by Cross Selling.
* Dealt with Cash, Monitoring of Office accounts and Customer Requests.
* Complaint handling and problem resolution.
* Provide management with valid and regular customer feedback.
* Oversaw opening and closing operations of branch in compliance with current company policies and procedures.

**Skills:-**

* Effectiveleadership and management
* Team work and Interpersonal skills
* Time management skills
* Client relations
* Adaptability

**Achievements**:-

* Service Excellence Award for 2 years
* Service Champion Award for 5 biannual
* Employee of the month Award for15 times

**Academics:-**

* Master of Business Administration( Marketing and Operations) : Amrita School of Business, Amrita Vishwa Vidyapeetham,(2010-2012)
* Bachelor of Business Management: Amrita School of Arts and Science, Amrita Vishwa Vidyapeetham, (2007-2010)

**Academic Projects:-**

* Understanding of Network and Application Services among IT and ITES Sector” at Tata Communications Ltd, Cochin.
* Conducted a Consumer Behavior study on “Relation between promotion stimulus and brand consideration of Cadbury Dairy Milk Chocolate”
* Conducted a Market Research Study on “Potential Markets for Language translators in Aleppey district of Kerala”.
* Conducted a Literature Based study on the “Future Potential of the Retail Sector in India”
* A study on Demand Forecasting of Casino Hotels Ltd, Kerala.
* A study on ISD power Voucher Sales by Retailers of Idea Cellular Ltd.
* A study on the selling and distribution function of Idea Cellular Ltd.
* Generic study on SOS Village with reference to their contribution to the society.

**Personal Information:-**

Date of Birth : 27th May 1988

Languages known : English, Hindi, Malayalam and Tamil.

Interests : Gardening and listening to music

**DECLARATION:-**

I hereby declare that the information furnished above is true to the best of my knowledge.