

Curriculum Vitae

 Lyril

**Customer Relationship Management Professional**

 **12 Years Experience**

# Contact Number:

C/o 0505891826

**E-Mail ID:**

 Lyril.378789@2freemail.com

***Lyril***

### *Customer Relationship Management Professional*

###

  ***Email:*** ***lyril.378789@2freemail.com***

 ***Mobile: C/o 0505891826***

 ***Visa: Employment Visit***

#  CAREER GOALS

# Learning and serving with dedication by become a progressive element of such a growing industry which offers me the opportunities to think independently in bringing new visions, innovations & Ideas and I can put my abilities of leader ship, Self motivation, Enthusiasm, confidence and result oriented dynamic sentimental approach to achieve the objectives

#  PROFESSIONAL PROFILE

# Customer Relationship Management Professional with over 12 Years progressive experience with companies in U.A.E, with proven ability to contribute within the field Customer Services

# Adept at various processes and systems of the Trade and Management

 **KEY STRENTH**

* Leadership qualities to bring the people together for team work and doing counseling and brainstorming to solve problems around.
* I am a pro-active, motivated & self-starter, with a broad understanding of Customer Services, Training & Administration coupled with comprehensive skills enabling me to produce an exceptional standard of work.
* Team Player and willing to enhance working capabilities of subordinates.
* Ability to adjust my approach to different people and situation.
* Deals with the disappointments and rejections.
* Positive attitude and work with dedication.
* Good negotiation and networking skills
* Good ability to maintain and analyze data and to work with figures
* Effective interpersonal & Business communication skill.
* Artistic Presentation (Verbal & Non-verbal).
* Able to do trouble shooting.
* Excellent ability to take on time good decision.

 **PROFESSIONAL EXPERIENCE**

# Abu Dhabi Commercial Bank, Abu Dhabi, UAE June 2012 – To Date

 **Customer Service Associate & QA Analyst.**

* **Responsibilities**
* Preparing daily workloads for staff & coordinating the daily allocation of work.
* Currently working for ADCB as a Quality Analyst.
* Involved in training the floor for TQA parameters.
* In addition to the above, been involved in NPS analysis as well.
* Mentoring agents to achieve their targets by giving appropriate and timely feedback.
* Involved in authorizing Funds Transfer/Remittance done through Internet Banking
* Handling new client enquiries and acting as the face of the business
* Dealing with and resolving problems and issues which arise.
* Conducting weekly meetings with the customer services team and sales force, preparing report statistics and the respective feedback post review with line manager
* Preparing Weekly and Monthly Call Deck and discussing the same with client
* Mentoring and training up junior and new staff.
* Monitoring & reporting on standards & performance targets.
* Implementing new initiatives
* **Saudi Arabian Airlines** **Oct 2004 – Dec 2010**

 **Senior Cabin Crew.**

* **Responsibilities**
* Protection of Corporate assets
* Security, Safety and Aircraft Equipment check.
* Assisting passengers and crew with First Aid when required.
* Handling flight safety procedures and instructing passengers of all flight disaster measures.

 **EDUCATION AND CREDENTIAL**

* **Welingkar Institute of Management development & Research, Mumbai**
* Diploma in Business Management  **2004**
* **University of Mumbai**
* Bachelor of Commerce  **2003**
* **Board of Maharashtra**
* Higher Secondary  **2000**

#  CERTIFICATIONS

* Best Quality Analysts / Product Information Certificates (2012 until 2017)
* Best Phone Banker of the Month Certificate (2012 until 2017)
* Certificate for Service & Commendation (Senior Flight Attendant) (2004 until 2010)
* Certified in Aircraft Qualifications. (Boeing 747 -100, 300, 400, Boeing 777, Airbus 330, & MD90 Aircraft

#  TRAINING

* Flight Attendant and Flight Safety training.
* Crew Resource Management training.
* Training on Information and Physical Security Awareness, operational risk, compliance foundation, fraud control, information security, ADCB, Abu Dhabi

#  SPECIAL SKILLS

## Computer and IT Skills:

* Microsoft Office™ (Word™, Excel™ PowerPoint™)
* Windows™ (7™, Vista™, XP™)

* Internet Applications
* Good Knowledge of Adobe

## Languages:

* English - Read, Write, Speak
* Hindi - Read, Write, Speak
* Marathi - Read, Write
* Konkani - Speak

#  PERSONAL DETAILS

**Present Address** Abu Dhabi – United Arab Emirates

**Nationality** Indian

**Date of Birth** 25th April, 1982

**Marital Status** Single

**Visa Status** Employment Visa

**Hobbies** Writing, Painting, and Art & Craft

#  REFERENCES

**Available upon request**