Shagun

Email: [shagun.380958@2freemail.com](mailto:shagun.380958@2freemail.com)

**PERSONAL PROFILE** Nationality : Indian

Date of Birth : 5th November, 1985

Driving license : Holding Valid UAE Driving License

Marital Status : Married

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**OBJECTIVE**

*Seeking a challenging career which will utilize my acquired knowledge and collective experience, at the same time providing me with the opportunities to learn and grow.*

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**WORK EXPERIENCE**

* **LPH Insurance Brokers LLC, Dubai August, 2017 – Present**

Specialist Consultant (Life Insurance). Dealing with international providers like Zurich International, FPI and also LIC.

Handling Client portfolio for medical requirements and general insurance. Also handling back office processing of matching quotes and providing competitive rates.

* **RAK Bank – Senior Customer Service Officer – Retail & Wealth Management April2008 – June2017**

**Working as a Sr. Customer Service Officer in Gold Souq Branch, Dubai.**

**Job Responsibilities**

* + - Handling Customer Complains and resolving the issues within Turn Around Time.
    - Handling Customer Service Manager Desk.
    - Delivering Pins, Internet Banking Tokens and Passwords, Managers Cheque and Telephone Banking Passwords.
    - Signing for Cheques above 100k AED as a B signatory with Central Bank.
    - Handling stop payment of Cheques, Salary holds Report and End of Service Report.
    - Handling Salary transfer WPS requests and Statement Requests.
    - Handling Return Cheques of the Customer
    - Balancing deliverables on daily and weekly basis.
    - Holding Chubb Keys and Volt Keys of the branch.
    - Handling Customer queries related to Credit cards, Accounts, Personal Loan, and Business Loan.
* Responsible for getting Customers Service requests Processed during Turn Around Time.
* Responsible for Getting Accounts Opened during the Turn Around Time.
* Attend Brainstorming sessions regarding Various Products.
* Responsible for making MIS on daily basis with Customer details.
* Training Junior Staff regarding the Process to be Followed and helping Cross Selling Bank Products.
* Back office administration whilst Colleagues on leave
* **RAK Bank – Customer Service Officer April 2007– April 2008**

Worked as a Customer Service Office in Umm Hurrair Branch, Dubai.

**Job Responsibilities**

* Responsible for Opening Customer Accounts within the Turn around Time.
* Cross Selling Bank Products like Credit Card, Personal Loan and Business Loan.
* Updating KYC’S on yearly basis.
* Helping Customers with Mobile Banking and Internet Banking Services.
* Processing Credit Card Application for the Customers.
* Handling Telex Transfer, Standing Orders and Police Letters.
* Handling Mortgage Loan and Auto Loan queries.
* Handling Fixed Deposit Services.

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* **RAK Bank – Phone Banking Officer August 2005 – March 2007**

Worked as a Phone Banking Officer at Ramool Branch, Dubai

**Job Responsibilities**

* Handling Customer Calls and solving Customer queries.
* Cross Selling Bank Products.
* Handling MIS and making Outbound Calls.
* **Ceasars Travels LLC June 2004 – July 2005**

Worked as a Reservation Agent at Bur Dubai Branch.

**Job Responsibilities**

* Handling travel bookings for Corporate and Walk In Clients.
* Helping Customers by giving various options of airlines to choose from.

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**ACHEIVEMENTS**

**RAKBANK**

* Awarded Best Service Officer handling Insurance Products in 2015.
* Awarded Best Customer Service Officer in 2014.
* Awarded Best Service Officer Handling RakValue Product in 2014.
* Awarded Best Service Officer for Credit Card in 2013.
* Awarded Best Phone Banker Agent in 2008
* Awarded Best Phone Banker handling Maximum Calls in 2007.

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**EDUCATION**

**University of Mumbai Mumbai, India**

Bachelor of Commerce (BCOM), Major in Marketing

**Symbiosis Institute of Management Studies Pune, India**

Master’s in Business Administration (MBA) – Major in Human Resource

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**CERTIFICATION**

* IATA UFTAA Foundation Course.
* IATA UFTAA Consultant Course.
* Emirates Passenger Handling Course.

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**SKILLS & EXPERTISE**

Customer Service - Banking

Retail & Corporate Banking

Complaints Management

Team Building

Banking Systems & MS Office

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**TRAINING**

**RAK Bank.**

* Received formal training for Anti Money Laundering & KYC profile.
* Received formal training on various Banking Products.
* Received formal training on Banking systems – Finacle & Customer Service Management.

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**REFERENCE**

Available as per request

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