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| **RAJEEV**  **Visa Status:Visit Visa**   |  | | --- | | **Career Objective** | |  |

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

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| **Professional Experience** |

**Oct 2018-Nov 2019**

**Designation: Branch Executive**

**Duties and Responsibilities**

* Reviewing branch Registers and all records.
* System entry checking and Second level authorization.
* Verification of all documents submitted by customers.
* Bank reconciliation.
* Ensuring payment of utility bills in time (EB Water Bills).
* Maintaining customer data base.
* To obtain all statutory licenses in time and its renewals.
* Attending to Alert phone calls from intrusion Alarm hub and take actions immediately as per guidelines.
* Verify and check Pledged items and check its purity.
* Attending to audit quires and rectifications.
* Branch administration and maintaining decorum.
* Business promotion activity & Customer Meeting on regular basics.

**HDFC Bank Pvt. Ltd, India Dec 2018-Sep 2018**

**Designation: Sales executive**

**Duties and Responsibilities**

* Interact with business entrepreneurs regularly and gain their trust with bank and collect feedback on quality and service effectiveness.
* Analyze current account transactions and identify the bank’s most valued customers.
* Maintaining strong and cordial relationships with current account customers and marketing managers.
* Provide excellent customer service to designated accounts.
* Identify and monitor the performance of competitors in the market-place.
* Profiling Customers and provide financial products to meet customer needs.
* Provide financial planning & Investment Advice.
* Sales targets spread across liabilities, retail assets, business banking, Forex, Credit Cards, online trading etc.
* Point of contact for all requirements of high net worth customers in the branch.
* Acquisition & Servicing of High Net Worth customers.

**Business Link Communication(Du Telecom**

**Channel partner), Dubai Jan 2015-Jan 2017**

**Designation:Relationship Executive**

**Duties and Responsibilities**

* Maintain good relationships with clients so that the business can maximize the value of those relationships
* Identify key contacts at potential client companies to establish and foster relationships
* Participate in one-on-one meetings with clients to explain services to guide their choices
* Understand the problems and challenges of clients and identify ways the business could better address those needs
* Grow the business by identifying new sales and business development opportunities
* Seek opportunities to cross-sell or upsell to existing clients
* Monitor and assess the activities of our competitors to proactively satisfy and retain our clients
* Provide excellent service to maintain a positive reputation for the business

**IBM Global Service Process. Ltd, India Dec 2010-Mar 2014**

**Designation:Customer Relation Executive**

**(Du Telecom, Dubai)**

**Duties and Responsibilities**

* Ensure outstanding customer satisfaction by maintaining strong working relationships.
* Guide and lead team members to deliver products/services that meet or exceed the customer requirements.
* Handle client issues throughout the implementation life cycle in a timely and accurate fashion.
* Manage and train resources to ensure quality and consistency of service to customers.
* Schedule and conduct status meetings with appropriate development resources and customers.
* Provide proper refund and compensation to customers on time.
* Develop and update client related reports.
* Managing client relationships to build a reputation for excellent service and generate repeat business.

**R-Tec Systems(I) Pvt. Ltd, India Jun 2010-Nov 2010**

**Designation: Assistant Production Administrator in Medical Transcription**

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| **Educational Credentials** |

B.sc Computer Science from Kerala University, India in 2009.

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| |  | | --- | | **Technical Skills** |   MS Office |
| |  | | --- | | **Personal Profile** |   Nationality : Indian  Date of Birth :30Jun1988  Sex : Male  Marital Status :Single  Languages known :English, Hindi, Tamiland Malayalam  Email: [Rajeev-396213@gulfjobseeker.com](mailto:Rajeev-396213@gulfjobseeker.com)  I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>   |  | | --- | | **Declaration** |   I hereby declare all the above details are true and correct to the best of my knowledge  and belief.  **RAJEEV**  Date:  Place: |
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