Christina

Email: Christina-397206@gulfjobseeker.com

Visa Status – Visit

ABOUT ME

1. competent & result-driven professional offering over 15 years of wide-ranging exposure in Customer Service & Service Delivery for various functions.

An inspired team player with excellent decision making, negotiation & interpersonal skills.

Demonstrated ability to work independently or cooperatively as part of a team to meet mission deadlines.

Good analytical, problem solving & organizational abilities, with flexible and detail-oriented attitude.

Proficient with the dynamics of customer service, hospitality, front office, HR and other domains

Adaptability to both traditional and new approaches and to changes to corporate environment.

CAREER STATEMENT



Creative and self-directed professional with focus on operational excellence, customer life-cycle & value management. Resilient, combined with commitment, optimism and a compelling vision of the future.

Eager to scale new heights of success with dedication and hard work, right now, desire to be part of a successful operation and to work for an organization where there will be significant career development opportunities.

CORE COMPETENCIES

***Domain Expertise*** ***Product Knowledge***

***Customer Support*** ***Operations Management***

***SLA Delivery*** ***Productivity & Metrics***

***Quality Assurance*** ***Team Management***

***Front Desk Operations*** ***HR Coordination***

***General Administration*** ***Documentation & Reporting***

***Stakeholder Engagement*** ***Vendor Management***

WORK EXPERIENCE

***Sr Customer Service Executive, Jun 2015 – Jan 2020***

Was associated with the customer support operations of Barclays UK process, offering on-call assistance to their banking customers.

Key aspects of my profile were…

* Achieving the process objective, addressing the concerns raised or issues faced by customers regarding Bank’s products or services, offering them with best available solutions
* Depending upon case to case, enabling resolution of financial details, processing requests for adjustments, keeping record of customer interactions and transactions, as well as actions taken
* Referring unresolved customer grievances or special requests to designated departments for further course of action
* Following-up with other departments on pending issues and monitoring their turn-around time for prompt closure
* Maintaining consistency on meeting the SLA parameters and productivity metrics, driving high customer satisfaction scores (CSAT)
* Offering cross-functional floor support for managing day-to-day activities in the absence of Team Leaders and Managers
* Providing training to new joinees, performing call calibrations, listening to their calls, identifying areas of improvements and preparing action plan
* Suggesting process improvement initiatives for meeting the

SLA’s, ensuring that we meet process CTQ's & CTP’s deliverables

* Publishing critical MIS and dashboards highlighting the types of issues voiced by customers

PERSONAL

ATTRIBUTES

* Enthusiastic, creative and lead by example
* Ability to multi-task, prioritize tasks and work with strict deadlines
* Maintain high-level of confidentiality
* Strong Organizational and Administrative skills
* Curious and innovative thinker, open to new ideas
* Highest standards of ethics, professional integrity and emotional maturity
* Eager to learn
* Effective communicator

ACADEMICS

***Bachelor of Commerce,*** Yashwantrao Chavan University, 2010

PERSONAL DETAILS

Address: Mumbai, India

Date of Birth: 1st June 1983

Social Status: Single

Languages Known: English &

Hindi

INTEREST & HOBBIES

**BYZAN SYSTEM PVT LTD**



***Front Desk Executive, Jan 2011 - Apr 2015***

Here, I was responsible for Front Desk Operations, HR Coordination and General Administration

* Assisting our guests, visitors and vendors, directing them to the concerned person, attending incoming calls
* Facilitating travel itinerary, collaborating with external vendors for travel related assistance and arrangements
* Organizing meeting schedules, arranging conference rooms
* Looking after joining formalities, documentations, introduction & induction of new joinees
* Coordinating with agencies for background verification & reference checks
* Maintaining employee attendance, preparing data for payroll
* Updating notice boards, preparing MIS and other reports
* Managing routine administrative activities, facility and inventory management

**INTERNATIONAL HOSPITALITY INSTITUTE**

***HR Coordinator, Jul 2006 - Jan 2010***

* Executing end-to end recruitment activities for various international cruise lines followed by joining formalities
* Collecting documents, processing application for visa of all selected candidates, counselling them and scheduling their appointments
* Maintaining records of employees and their attendance
* Publishing daily, weekly & monthly MIS reports
* Scheduling candidates for pre-employment training, on completion, issuing pre-employment certificates
* Performing background verification & reference checks of all the shortlisted candidates

**I C I C I B A N K ( *On the payroll of* D E L T A D E R B I C E ) *Channel Migration Officer - Front Desk, May 2005 - Jun 2006***

* Interacting with customers walk-ins as well as on calls, assisting them with information regarding car loans
* Providing account statements to customers and and helping them in clearance of payments for their Car Loans
* Managing the travel arrangements of all our company employees

**DOMINO’S PIZZA INDIA LTD**

***Customer Service Representative, May 2003 - Apr 2005***

* Greeting customers, answering phones and providing outstanding customer service
* Performing kitchen duties, preparing pizzas of various sizes as per order
* Attending the cash counter
* Maintaining all around hygiene, cleaning & sanitizing service counter and customer area
* Gathering feedback on services offered, ensuring customer delight and repeat business