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| Career Snapshot11 years experience of People Management Skills focus in Business Development & Client RelationshipsComputer SkillsMS Office & InternetExtra Curricular ActivitiesIndustrial visit to CEAT INDUSTRIES Attended seminar (samvad) on Management of Co-operatives Done Advanced English conversation course from the Indo - American Society.Internally Assessed Projects TAJ GOUP OF HOTELS VENDOR RELATIONS EXPORT IMPORT OF SHRIMPS DEVELOPMENT CREDIT BANK (DCB)RURAL MARKETING Personal DetailsNationality IndianDate of Birth 9th Mar 1984Marital Status MarriedLanguages Known English, Hindi,  Marathi & Urdu |  | **Gulfjobseeker.com CV No:** **1311024****Mobile +**971505905010 / +971504753686To get contact details of this candidatesSubmit request through Feedback Link<http://www.gulfjobseeker.com/feedback/submit_fb.php>Business Development / Customer Relationship ManagementOffering an award-winning track record of customer care excellence within high-volume environments. Focused, innovative, flexible and persuasive personality with the ability to learn and adopt new technology. A capable, result-oriented professional with ability to work independently, as well as, as a team member. Able to work under tremendous pressure and meet deadlines with ease and efficiency, Self-starter, proactive with sound judgment, planning skills for strategic business development. Leading & dealing effectively in a multicultural environment Key Skills |
| * Business Development & Customer Relationship Management
* Planning, Troubleshooting/ Problem Solving
* Up-Selling/Sales Support
 | * World-Class Customer Service
* Technical/User Support
* Complaint Handling
* Reports & Documentation
* Customer Order Fulfillment
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| Professional Experience |
| LAXMI NARSIMA CONSTRUCTIONS PVT LTD  | Manager, Sept 2012 – Till Date* Improved overall customer service operations by 70% by way of helping customers to understand about new projects, Sale of new projects and maintaining good customer relation.
* Streamlined financial handling & management by 65% through keeping a track of day to day general and banking arrangements, Arranging for salary to be distributed to staff.
* Mediator or link between the MD, office staff bankers and customer
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| JP MORGAN CHASE  | Senior Relationship Officer, Jun 2007 to Sept 2012* Worked with JP MORGAN CHASE for U.S process in credit card department in a process which involves customer service and sales (STS). Part of the team which achieved best team of the year twice.
* At CHASE Got an opportunity to also work for IBS (INBOUND CUSTOMER SERVICE) and IDQ (INTERNET DEDICATED QUE) as TIER 1 and TIER 2 advisors which involved basic as well as complex trouble shooting help for the customer on chase bank website.
* Moved to Merchant Disputes through IJP.
* Have been in EXCEEDS PARAMTER 3 consecutive years in Yearly appraisals.
* Has received various recognition and awards for Customer service and Sales.
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| 3 GLOBAL SERVICES  | Senior Advisor , Jun 2005 to Jun 2007* Improved overall customer service levels by 70% through educating & helping customers to understand benefits of their contract. Retain them and help them to extend their contract. Maintaining good customer relation.
* Achieved 65% success rate in operations having managed team on behalf of team leader. Conducted training sessions, handled customer service operations for rendering and achieving quality services. Actively involved in helping team members improve their performance
* Working for the leading telecom network in UK.
* Handling Inbound CS process.
* Serving UK clients to help them connecting to Broad Band services.
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| ZENTA | Customer Service Executive, Jun 2004 to Jun 2005* Worked for Zenta for US in different processes helping the card member to open new account with discover bank helping them out to protect their accounts and credit cards from fraud and identity theft
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| SHOPPER’S STOP | Customer Service Representative* Worked for a period of one year
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| Education2006 Mumbai University  (Rizvi College of Business Management) *Holding Bachelor Degree in Business Management*  |