# OBJECTIVE

 Seeking a suitable position in a reputed organization where my skills, expertise and experience can be utilized in a high dynamic work environment

# SUMMARY

* A highly efficient and motivated individual with 5 years of experience in various fields of Customer Relations & Banking Service Operations
* Dedicated and skilled professional with a versatile experience in providing administrative support and management
* Possess strong ability to handle different process and tasks at any given moment
* Highly skilled in providing customer service
* Able to handle entire administration departments and perform all clerical and secretarial duties
* Ability to provide in-depth research and analysis
* Possess effective communication and interpersonal skills
* Sound ability to manage and keep track of records and files
* Proficient in MS Office Suite

# AVAILABILITY

* Ready to join within a month
* Do not have a bond with the current employer

# SKILL SET

* Customer Support
* Direct on-field banking
* Organizational Skills
* Client Relations
* Resolve Client Issues
* Team Supervision
* Office Management & Administration
* Spread sheet & Database Creation
* Report & Document Preparation
* Database Management
* Client Correspondence

**LANGUAGE SKILLS**

* Fluent in English and Hindi

# EDUCATION

* Masters of Business Administration (Hospitality Management), Yashwantrao Chavan Maharashtra Open University, India-2009
* Bachelor of Commerce, Pune University, India-2007

**GLOBAL EXPOSURE**

* Interacted with clients from countries across the globe such as UK, USA, Australia, Japan, Germany, Egypt, Philippines, Africa and UAE

# ACHIEVEMENT

* Elected ‘Lean Champion’ for SD1 team in Mashreq Bank and provided training to the team on principles of 5S in June 2015
* Won the ‘Spotlight Award’ in the year 2014 at Fujitsu Consulting India Pvt. Ltd., for managing 50 customer visits efficiently with utmost courtesy and hospitality, in a span of 2 weeks only
* Won the ‘Spotlight Award’ for significant contribution towards improving the Client Visit Process through automation and quality benchmark in the year 2012 at Fujitsu Consulting India Pvt. Ltd.
* Was nominated for the ‘Best Employee of the month’ award at Hotel Cypress in the year 2011

# WORK EXPERIENCE

## Relationship Officer

Mashreq Bank (January 2015 - Till date)

* Perform on-field sales to build and retain a strong customer base for the Bank
* Gauge customers’ requirements and provide products best suited for their use
* Garner references from existing customers
* Review independently all customer documents and link customer accounts to suitable relationships
* Garner banking leads for other internal departments
* Maintain strict confidentiality of customer data

## Senior Executive – Internal Communications

Fujitsu Consulting India Pvt. Ltd, India (May 2011 – December 2014)

* Monitor clients’ requirements and ensured best quality-oriented customer services
* Establish a regular contact with the customers through phone and email
* Coordinating, reconfirming and executing all client visits within the office premises
* Maintaining various letters, contracts, client visit documents and vendor details
* Content development for drafting annual client reports
* Involved in data gathering and content development for the monthly newsletter
* Coordinating and executing all PR activities
* Coordinating CSR activities and drafting CSR reports

## Senior Sales Executive

Hotel Cypress, India (January 2010 - May 2011)

* Build the strong customer base for the Hotel
* Retain the existing clients by satisfying customer demands and matching up to their expectations
* Build up the personal rapport with all my clients to enhance future bookings
* Focused on adding up new clients to the already existing client database

## Internship

Hotel Taj Blue Diamond (July 2008 - January 2009)

* Completed a six months internship, trained in all the departments like – Front Office, F&B Service, F&B Production, Housekeeping, HR & Banquet Sales



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