**CURRICULUM VITAE**



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**Year of Birth** : 1992

**Marital Status** : Single

**Career Objective**

**Looking for a suitable position to leverage my skills and to accelerate organizational as well as personal growth**

**Academic Qualifications**

2013 **Bachelor of Commerce, B.com. University of Mumbai**

2013 **NISM series VA – National Institute of Stock Markets - Mutual Fund Distributors Certification Examination** (Detailed Study of product knowledge on overall ‘Mutual Funds’ process.

2010 **Higher Secondary Certificate from St. Mary College of Commerce,**

2008 **Secondary School from St. John Convent English High School,**

**Certification:** Proficiency in MS-Office (Excel, Word, PowerPoint, Outloook)

**Personal Skills**

* Ability to prioritize and handle multiple tasks in an organized professional manner.
* Independent decision-making and problem solving skills with innovative solutions.
* Team player, highly adaptable, enthusiastic, self motivated and result oriented.
* Outstanding time management skills and ability to work well under pressure and meet deadlines.
* Willing to learn, accept new challenges and responsibilities.

**Accomplishments**

* Bachelor of Commerce (University of Mumbai, India) With **73%**
* National Institute of Securities Markets (NISM) with **57.25%**
* Awarded employee of the month for **March-2012** in Lifestyle
* Got various appreciations on E-Mails.

**PROFESSIONAL EXPERINCE**

**DOHA BANK –**

Position: - Relationship Officer (From January 2015 till September 2015)

* Identifying and sourcing niche elite clientele base.
* Work effectively in the field for business generation for bank.
* Successfully negotiating mutually profitable business plans with clients.
* Maintaining up to date knowledge of bank products and also competitor activity, products and services.
* Successfully open the savings account, current account & NRE account.
* Achieved the target of selling Personal loan, Home loan, Car loan & Credit card timely.
* Professionally maintaining relationship with customers through personal visits, telephone calls and correspondence.
* All trade related activities – quotes, availability of limits, blocking lines and correspondence with Rep Offices and Branches.

**RELIANCE CAPITAL ASSET MANAGEMENT LTD.**

(PAN INDIA CORPORATE TEAM, INDIA) – From June 2013 to Nov 2014

Position: - Branch Operation Executive

* Effectively handled nation-wide branch activity for mutual fund transactions, and managed walk-in-investors while advising them on various schemes.
* Coordinated with empanelled distributors (throughout region) and provided them timely updates regarding new schemes and offers.
* Maintained MIS report Daily, Weekly, Monthly & yearly of investments and reported to Head of Operations.
* Addressed and resolved nation-wide branch level queries effectively with timely response’s
* Successfully maintain & update MIS report and data of branches at country level of branches.
* Responsible for Credit Confirmation of Corporate / Medium enterprise regarding Purchases in all Liquid & Debt Schemes.
* Ensured end-customer satisfaction is achieved through constant follow-ups on pending and resolved grievances.
* Successfully handled monthly discussions with Regional Branch Operation Manager (RBOM) to tackle sensitive customer issues, initiating new ideas and implemented customized solutions to address them within specific timeframe.

**RELIANCE CAPITAL ASSET MANAGEMENT LTD.**

(CUSTOMER SERVICE TEAM, INDIA)

Position: - Customer Interaction Associate

* Successfully handled inbound calls with prompt resolution of queries for Investors and Distributors of Reliance Mutual Fund.
* Achieved customer satisfaction by follow up calls to address customer’s grievances and complaints with priority and in a timely fashion.
* Ensured and initiated transparency with customer centric focus for transactions processed over phone.
* Successfully handled call monitoring for quality and assurances for transactions over phone.

**CASIO INDIA PVT LTD, (INDIA)**

Position: - Sales Representative\_- November 2010 – April2012

(Worked as acting Store Manager)

* Successfully enhanced profits for the Company by penetrating new clients through consultative selling techniques.
* Maintained positive customer relation in a professional manner, displaying strong customer-service skills.
* Professionally handled the promotion of CASIO watches through cohesive techniques.
* Raising purchase order and maintaining stock in the store as per fashion.