**Resume – Neelima**

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**Assistant manager**

CAREER OBJECTIVE:

To be associated with a progressive organization that gives me scope to update my knowledge & skills in accordance with the latest trends and be a part of a team that dynamically works towards growth of organization and to gain satisfaction thereof.

WORK EXPERIENCE:

Current Work Experience:

Currently, managing a 20 member team responsible for providing best client experience on all the products dealt with Citi Bank India Operations (Bank, Cards,)

Assistant Manager( C09) – Team Leader:

Team Leader -Cards:

* Managed a team of 20+ agents who were cross trained on Cards & Banking.
* Ensured in driving the team members in generating sales – Loan on Phone averaging to Rs 2 crores in a month and in acquiring prospect clients for Citigold accounts, Suvidha Premium accounts and Insurance investments.
* Driven by quality enhanced customer experience and call quality score of the team to 85% and above.
* Prepared various MIS to understand the team’s performance and mentored and coached the agents to enhance their performance.
* Managing team’s performance on striking a balance between sales and service.
* Ensured in driving team’s NPS and RSAT score and ensure maximum client satisfaction.

New Hire Mentor:

* Handled three batches of 6-8 people as a mentor for new hires.
* Real time assistance was provided for the new hires and their performances were tracked based on service and sales Indicator targets.
* Training sessions conducted on frequently asked questions and soft skills.
* Regular coaching and feedback conducted for all new hires on their performance.
* Handling client escalation for new hires.
* Preparing and reporting performance metrics for new hires on a periodic basis to Unit heads.

CitiPhone Officer:

* + Initially, handledcustomer calls/ complaints pertaining to bank acccountand credit cards at CitiPhone. Handled customer queries related to various process like cad reissue, dispute,
  + Have performed critical transactions like card reissue, deposit booking, statement request, PIN issuance, credit card payment, fund transfer etc.
  + Subsequently was cross trained in credit cards products as well. Managed customer calls pertaining to banking and credit card as a global officers.
  + Cross sold products like insurance, Loan on phone, Credit cards, Citigold account and Ready credit account.
  + Achieving the desired Quality scores by adhering to required banking standards, customer verification, control parameters and all the fatal and non-fatal parameters.
  + Have won multiple service quality awards and customer appreciation mails.

Previous Work Experience:

1. Worked as a Customer service executive at HSBC from dec 2008 till Sep 2013

Job profile:

* Communicate and interact effectively with people of diverse cultural backgrounds, Reviewing escalation matrix and tracking down the complaints for reduction of TAT, Responsible for identifying operational problems and business issues that need to be discussed with the team to improve work process
* Worked for different regions card processing like Oman Jordan Bahrain and Qatar
* Made sure that the work is completed with the Tat as promised to the stake holders

Job profile:

* Registry services, Portfolio Management services, Client Account Opening - Screening and Processing Redemption instructions, Reconciliation of Bank a/c and Trades done , Pricing of stocks, KYC procedures and compliance, Compliance reporting and grievance management.

EDUCATIONAL QUALIFICATION:

Under graduation :BCom  
Institution : Sai sudhir college (osmania university)

Year of Passing : 2012  
Class obtained :First Class with distinction

Higher Secondary : Army school   
Year of Passing : 2008

Class obtained : First Class with distinction

TECHNICAL SKILLS:

* Sound working knowledge in MS Office [ Pivot charts, Look-ups, conditional formatting, formula’s, data management etc.,]

PROFESSIONAL STRENGTHS:

* + Good Managerial skills and leadership qualities
  + Excellent communication and decision making skills
  + Have Strong Analytical abilities and Problem Solving Skills

Goal oriented and ability to handle mutiple task

ACHIEVEMENTS

Won multiple O & T awards for best Officer

Won best sales officer awards

Won best quality award

PERSONAL INFORMATION:

Date of Birth : 29TH JAN 1989  
Sex : Female  
Marital Status : Single  
Nationality : Indian  
Religion : Hindu  
Linguistic Proficiency : English, Hindi, Tamil,Telugu

Personal Contact : [neelima-397071@2freemail.com](mailto:neelima-397071@2freemail.com)

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686  
  
I hereby declare that all the information furnished above is true to the best of my knowledge.   
  
Place:Hyderabad Signature  
Date: (Neelima)