**CURRICULUM VITAE**

**SANA MOHD NISAR** 

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**Professional Summary**

## Enthusiastic customer service professional with 10 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintains the highest level of integrity, dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual. Competent team player who can successfully inspire fellow colleagues.

**Skills**

Skilled at mediating conflict and coming up with creative solutions that benefit both the company and customer. Enthusiastic team player with the ability to motivate, encourage, and excite fellow employees. Proven management experience in effectively training competent customer service associates and continuing to provide outstanding service to customers. Confident communicator with an interest in listening to what the customer has to say. Expert at learning about new products and delivering information to customers in a way that is honest, educational, and helpful.

## Professional Experience

**Company : Citibank** **(2008 – 2018)**

**Senior Collection Executive (Card & Loans Unit)** **(2014 – 2018)**

**Job Responsibilities**

* Updating customer’s information.
* Following up with operations.
* Training newly recruited employees.
* Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
* Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
* Service walk-in customers and resolve their queries.
* Prepare and issue liability, clearance, reference letters
* Handling salary transfer loans (Bucket 1,2,3,4)
* Blocking and Unblocking of accounts.
* CIU (Verification of customer details).
* STL – Verify with HR for the Salary Transfer Loans customers.

**Customer Service Representative (2010 – 2014)**

**Job Responsibilities**

* Resolving the queries of walk-in customers.
* Issuance of all kind of letters- liability, clearance, settlement letters
* Citi A/C related queries – Inserting/Removal of block.
* Dealing with home country agency.
* CIU (Verification of customer details).
* Coordinating with other department such as Citi phones / Operations/ Credit policy/ Fraud / Telemarketing/ HR etc.
* Cheque Replacement.
* Issuance of credit card/loan statements to staff.
* Placing Request for cheque related queries – Stop cheques/ Collection of Return cheque/Manager’s Cheque/Secuirty cheque/ Represent Cheques.
* Note on queries received via e-mail.

**Collection Officer (2008 - 2010)**

* Answered nearly 60 calls daily from customers inquiring about product usage, billing issues or general company information.
* Learned about eight different products and competently provided customers with information about each one, complementary products and suggestions for their usage.

**Previous Work Experience**

**Company : Pan Arab Research Centre (PARC) (Jan 2008-Apr 2008)** Position : Call Centre Representative

**Job Responsibility**

* Scheduling service calls.
* Provided ongoing support to customers.
* Provided detailed information on services and products to customers.
* Schedule and follow up on installations and service calls.

**Company: Al Futtaim Motors** **(Oct 2007-Dec 2007)**

Position : Surveyor

**Job Responsibility**

* Conduct customer satisfaction surveys and generate business through follow up.
* Building productive relationships.
* Resolving complex issues and win customer loyalty.
* Use tact and diplomacy to find common ground and achieve win-win outcomes.

## Educational Qualification

* Passed Secondary Education from Cosmos Educational Institute in 2005.
* Passed Higher Secondary Education from Comprehensive Educational Institute in 2007.
* Currently pursuing BBA.

**Computer Qualification**

Very well versed with Ms Word, Ms Excel, PowerPoint Internet and Outlook (E-Mail)

## Personal Details

Date of Birth : 22nd December 1989

Nationality : Indian

Languages Known : English and Hindi

## To Conclude

I have extensive knowledge for formulating planned systematic work to ensure a high level of performance.