

# Pushpa Elizabeth Mathew

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## *Professional Overview*

- Professional & personable Client Service Representative with 4-5 experience with expertise in handling inbound and outbound calls for Corporate clients at **First Abu Dhabi Bank, Abu Dhabi, UAE**
- Excellent communication skills, relationship building & interpersonal skills, problem solving organizational abilities, possess a flexible and positive attitude.
- Organized worker and a quick learner.

## *Organizational Experience*

As a Client Service Representative at FAB, I have worked with a team of 10 members and was responsible for handling both inbound & outbound calls, attending client emails and meeting up with clients as & when required. My daily activities include:-

- Answering approximately 200 calls both inbound & outbound per day in a friendly & courteous manner
- Discuss various issues Clients face with regard to any services provided by the Bank
- Providing information on additional products & services
- Assisting Client with all possible solutions or direct calls to respective department or staff for more assistance
- Educating/Guiding clients upon facing any difficulty in accessing any services provided by the bank.
- Return a missed called within a stipulated turnaround time
- Making an outbound call to inform client upon arrival of a document for collection or delay in a delivery date or any issue with payment processing.
- Escalating client calls to my supervisor, if needed.

## *Achievements:*

- Jazati Award for Operational Efficiency.
- Improvement suggestions in BPMS(workflow system) that were implemented.
- Have been part of various UAT activities.

## *Training Programmes*

- Anti-Money Laundering Training at First Gulf Training Academy
- Microsoft Excel – Intermediate at First Gulf Training Academy
- MS-PowerPoint Training at First Gulf Training Academy

### ***IT Exposure***

Proficient with MS-Word, MS-Excel & MS-PowerPoint. Have always worked in automated environments using systems such as Temenos-Globus, ICCS & other applications.

### ***Academics***

Completed Schooling from Abu Dhabi Indian School

MBA (Finance & HR) from Mahatma Gandhi University, Dubai Knowledge Village

B.COM from Mahatma Gandhi University, Kerala.

Have done IELTS with an overall band of 7

Currently pursuing ACAMS course at Zabeel Institute

### ***Personal Details***

**Mailing Address:** P.O. Box 6316, Abu Dhabi, UAE.

**Date of Birth:** 10-April-1987.

**Marital Status:** Married

**Passport Details:** Indian Passport No.M1015927, valid until 22-Sep-2024.

**Visa Status:** Employment visa, Transferable.