Jerin Christy Joseph

Relationship Manager

Address: Bank Street, Dubai, UAE

Phone: +971 58 215 6815

E-mail: jrnkrsty@gmail.com

DOB: 22 November 1991

Nationality: Indian

Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering almost 3 years of experience in sales role, as well as passion for always improving numbers, enhancing knowledge and exceeding expectations.

Skills

 Relationship building and management

 Business relationship cultivation

 New business generation

 Client Relationships

 Product knowledge

 Written and verbal communication

 Business development

 Fluent in English, Hindi, Malayalam

Work History

May 2017 – March 2020 **Relationship Manager**

 Telesense for Etisalat, Dubai, UAE

* Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.
* Made customers aware of current and new products and services.
* Reinforced established quality control standards and followed procedures for optimal customer interactions.
* Built and maintained relationships with new and existing clients while providing high level of expertise.
* Delivered superior customer service to strengthen relationships and drive future business revenue.
* Recommended new products to clients and maintained solutions-oriented problem-solving for long-term client relationships.
* Retained updated knowledge of market competition and related offerings to generate favor for Etisalat.
* Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.
* Operated in self-directed environment with minimal input to solve problems and implement resolutions.

August 2015 – February 2017 **Quality Analyst**

 Convergys for AT&T and DirecTV

* Used to audit calls
* Used to conduct regular Feedback sessions for Agents.
* Used to conduct calibration sessions with operations and training team.
* Generated daily, weekly & monthly Quality Reports.
* Provided training to new agents on quality parameters, KRA's and expectations.

May 2013 – July 2015 **Quality Analyst**

 Girnarsoft / Cardekho.com

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* Used to conduct regular Feedback sessions for Agents.
* Used to conduct calibration sessions with operations and training team.
* Generated daily, weekly & monthly Quality Reports.
* Provided trainings to new agents on quality parameters, KRA's and expectations

Education

May 2010 – April 2013 **Bachelor of Commerce**

 St. Wilfred’s PG College – Jaipur, Rajasthan

April 2009 – March 2010 **10+2**

 DAV Centenary Public School – Jaipur, Rajasthan

Languages:

 English, Hindi, Malayalam

Personal Traits

 Professional Ethics, Fast Learner, Communication Skills, Team Player, Dealing with Co Workers, Goal Oriented & Adaptable

Declaration:

I hereby state that the above information is true to the best of my knowledge and belief.

Date:

Place: Dubai

**Jerin Christy Joseph**