**SUMMARY**

Over 7 years of exemplary experience in, Customer Service, Business development and Sales roles. Skilled in all aspects of Operations, Events, Promotions & Work Planning in any given conditions. Ambitious with definite goals in life with an enthusiastic positive attitude. Open for corrections and learning that can help me lead. An organized team player with a strong work ethic and active listening and selling skills.

**SKILL HIGHLIGHTS**

* High Customer service standards
* Employee relation specialist
* Call center Management experience
* Dedicated to process improvement & Data integrity
* Strong problem solving, troubleshooting and Telecommunications skills.
* Strong sense of banking ethics and fundamentals.

**System Knowledge – Opera, Siebel, ITQAN, CDMS, LAPS, CCPS, CPD Enquiry, Customer Relationship Management (CRM), AIC Avaya, Fin one, Arcot, KYC.**

**ACCOPLISHMENTS**

* Exceeded corporate targets for customer satisfaction and met key performance indicator targets (KPI).
* Managed the team in absence of a Team Leader.
* Highest Sales in Q1 with ADCB in the first 6 months of joining.
* Delegated all functions related to customer satisfactions and KPI matrix within the team
* Researched, calmed and rapidly solved client conflicts to prevent loss of key accounts.
* Worked with company systems diligently and completed all assigned tasked by working overtime as needed.
* Managed call flow in peak hours with utmost professionalism.
* Ensure zero process errors & higher NPS for the new products or services through all process levels.

**Work Experience**

Personal Banking Ambassador - Employee Banking Services

**Abu Dhabi Commercial Bank – July 2016 – September 2019.**

* Build exclusive relationship with corporate personnel to develop, manage and grow the Payroll relationships and portfolio in a specified geographical area to meet the defined objectives and standards of the bank.
* Focus on a wide range of corporate companies with focus on Category A & B, Stock listed etc.
* Engage and Arrange inductions, Road shows, interactive meeting sessions with the HR to bolster sales numbers
* Achieve sales volumes and targets and contribute to the bottom-line profitability of the division and the bank.
* Demonstrate our promise and apply the ADCB service standards to deliver the banks required levels of service in all internal and external customer interactions.
* Bring in quality customers to the bank, which leads to quality references thus ensuring each case is profitable to the bank.
* Ensure clean and healthy sourcing without resorting to quick-fix measures and fraudulent practices that may affect performance of the portfolio.
* Ensure realistic commitments are made to customers and render them excellent services to differentiate us from the competition.
* Work with the outbound team to execute various objectives related to tele sales in line with business requirement.
* Achieve monthly targets, cross sell roaster of products offered by the bank.
* To call predetermined customer and proactively sell products of the bank.

Business Development Executive

**Dar Al Rahma Medical Center** **- March 2015 to January 2016**

* Identifying new sales leads for a newly opened medical center mainly through social media.
* Cold calling to generate sales. B2B and B2C sales.
* Preparing PowerPoint presentation to show the owners the statistics of the company of the revenue generated.
* Handling DAR’s Accounts and Finances ex. Income statements. P&L statements.

Team Supervisor & CSR

**EmiratesNBD – Tanfeeth – February 2012 to July 2014**

* Handling a Team of 16 by Monitoring agent’s monthly performance, call reviews, attendance and MIS reports.
* Handle escalations related to customer’s credit and Personal Accounts by Liaising with departments for Priority FCR.
* Resolve customer complaints promptly and completely, or forward customer complaints to relevant people in the organization.
* Daily Service Request (SR) check for the team in order to achieve monthly KPI success.
* Drive S2S in daily huddle board meetings.
* Giving positive feedback to team members to achieve goals.
* Handle telephonic queries and cross selling for ENBD products.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Built customer loyalty by placing follow-up calls for customer who reported product issues by addressing the inquirers accurately.
* Directed specific questions to appropriate branch personnel and maintained confidentiality of bank records and client information’s.

Front Office / Guest Service Associate

**Embassy Suites Hotel - Sharjah August 2011 to January 2012**

**Training – Millennium Hotel – Abu Dhabi 3 weeks.**

* Register guests and assigns rooms. Accommodates special requests whenever possible And Understand room status and room status tracking.
* Assists in preregistration and blocking of rooms for reservations.
* Adheres to proper credit, check- cashing, and cash handling policies and procedures.
* Knowing room locations, types of rooms available, and room rates.
* Use suggestive selling techniques to sell rooms and to promote other services of the hotel.
* Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
* Possesses a working knowledge of the reservations department.
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
* Follow procedures for issuing and closing safe deposit boxes used by guests.

**EDUCATION**

**HND – Business and Finance Edexcel -University of Wolverhampton - 2016 – 2020.**

**Associate of Arts – 2011-**Hospitality & Event Management- **Swiss Hotel Management School**

**High School** - 2009 AS level – Business Major **- Oxfords School**

**Personal Information**

Date of birth: 29 – 05 – 1992

Nationality: Indian

Marital status: Single

Visa status: Residence

Languages – Hindi (fluent), English (Fluent) , French (Basic) , Arabic (Basic)

UAE Driving License – Yes