



Rakesh Roshan Pattanaik

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SNAPSHOT

- A self-motivated professional with 9 years of experience in areas of Telemarketing, Telesales, Banking, Sales and Customer Service.
- Experience in Automated, Outbound and Inbound Customer Relationship Management to achieve Sales targets.
- Demonstrated skills in providing excellent quality customer service through Call Monitoring and Regular Feedback.
- Possess strong business acumen with proven track record of increasing revenues and Stream lining work flows.
- Ability to support & sustain a positive work environment that fosters team performance with Strong communication and relationship management skills.

WORK EXPERIENCE

Azizi Development LLC

April 2017 — Feb 2020

Sr. Property Advisor

- Booking appointments for the Business Development Managers and PC's by making outbound cold calls daily.
- Providing information about all the Azizi projects with prices and payment plans.
- Offering customers, the best possible properties in terms of their budget
- Calling on digital data and as well as cold calling data.
- Educating clients on investments with Azizi properties and its benefits
- Affiliate new agencies to work with us to increase our sales.
- Giving in house training for new agency's on Azizi properties.
- Educating and training new Staff on product and process.
- Ensuring that our customers are being endowed with the best deal in the market, while guaranteeing the highest standard of quality service and a high ROI.
- Catering to clients ranging from individual owners and buyers to investors and corporate tenants.
- Handling client registration and brokers at the sales events.

Mashreq Bank

Sep 2016 — March 2017

Bank Officer

- Promote sales of Personal Loan, Cards, CASA, Banca in the allocated markets.
- Excellent organizational skills and great ability to multi-task.
- Uncommon ability to build quality customer relationships.
- Performed cold calling activities in order to drum up business.
- Initiated and maintained contact with existing and new clients.
- Assisted clients in filling out loan applications.
- Provide sales MIS on a daily / weekly basis. Maintain periodic status reports, including daily activity and calls / follow-ups made.

Dunia Finance

May 2015 — August 2016

Relationship Officer

- Promote the sales of Personal Loan in the allocated markets.
- Work with the support team to ensure service level requirements are exceeded.
- Adhere to latest training and support standards and procedures
- Monitoring the team and guiding fresher
- Driving team to achieve desired target in sales.
- Provided good customer service.

**Jasper Infotech Pvt
Ltd(Snapdeal.com)**

Sep 2014 — May 2015

Customer Solution Specl.

- Handling calls of customers.
- Providing resolution to their queries & problems.
- Escalation and follow-up of cases requiring further action
- Provided good customer service.
- Ask for references and do follow ups to meet the target.
- Ensuring sales drive from various outbound Campaigns.
- Retaining customers by calling on historical & real time data of various kinds to retain the customer base.

**Applect Learning System Pvt
Ltd(Meritnation.com)**

Feb 2012 — Aug 2014

Team Expert

- Strong sales and customer service skills.
- Generating new business and enhancing existing customer services thereby contributing to the branch profitability and high quality customer relationship management.
- Work with the support team to ensure service level requirements are exceeded.
- Adhere to the latest training and support standards and procedures.
- Monitoring the team and guiding fresher
- Driving team to achieve the desired target in sales.
- Escalation and follow-up of cases requiring further action
- Provided good customer service. Managing & allocation of data on daily basis with weekly projection of the data in sales review.
- Introduced various sales campaigns to increase sales number, which also include customer service.

India Infoline Pvt Ltd.

Jun 2009 — Aug 2010

Relationship Manager

- To meet the client and crack the deal.
- Provide a suitable plan as per his requirement.
- Implementing competent strategies with a view to penetrate new accounts and expand existing one for banking to both HNI and Privilege customers.
- Ensuring achievement of sales targets as per predefined parameters.
- Remarkably detail oriented with a strong work ethic.
- Proven leadership skills and strong integrity.
- Excellent math, analytical and time management skills.
- Thorough knowledge of pricing and underwriting requirements of various mortgage insurance companies.
- Taking the leadership in selling and cross selling of retail products which include CASA, Credit Cards, loans and insurance.
- Responsible for selling, closing, servicing and expanding the current customer base.

QUALIFICATIONS

B.tec in Computer Science & Engg from Karnataka State Open University in 2014.

Diploma in Computer Science & Engg. from BSAITM.

10th from CBSE Board

SKILLS

- Confident and positive in nature
- Relationship & Team Building
- Risk Management
- Enthusiastic
- Can perform under pressure.

AWARDS / ACHIEVEMENTS

- 12 times awarded as a STAR PERFORMER of the month.
- 3 times awarded as a RISING STAR of the month.

PERSONAL DETAILS

Father's Name : Mr. Ajay Kumar Pattanaik
Mother's Name: Mrs. Sandhya Rani Pattanaik
Date of Birth: 2nd JAN 1989
Sex: Male
Nationality: Indian

DECLARATION

I hereby declare that all the statements made here in are true to best of my knowledge and belief.

PLACE : Dubai