

## Arunava Majumdar

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### Core Competencies

*Customer Service & Retention*

*Tele Marketing/Sales Executive*

*Process Evaluations & Improvements*

*Escalation Management*

*People Management*

*Team Management*

*MIS Reporting*

*Immigration Consultant*

**Industry Preference: Banking, Operations, Customer Service & Tele-communication**



### Profile Summary

- A competent professional with **15 years** of experience in Mortgage Loan Functions in Banking Sector that includes **1 year** of Marketing Executive Experience as Freelancing
- Expertise in functions related to Client Servicing, Team Management and Process Enhancements
- Acquired knowledge in managing Mortgage Operations across assignments and procedures, lending guidelines & technological resources; resourceful in **conducting trend analysis for collections and forecasting cash flows** and MIS reporting
- Steered customer centric operations and ensured customer satisfaction; achieved delivery / service quality norms
- Pivotal in customer acquisition & retention, advising clients with different investment avenues in various financial products and services as well as tracking overall profitability of the organizations
- Accurate and precise in all work related assignments with the skills to contribute to corporate financial goals



### Career Timeline

Opinion & Market Research Company

Jul'04 – Jul'05

Nov'05 – Apr'07

Barter Card Lanka Ltd.

Jan'08 – Sep'09

Zenith Software Ltd.

ANZ Support Service India Pvt. Ltd.

Feb'10 – Nov'19

### Professional Experience

**July'21 – Present**

**Continental Migration Services LLC., Dubai as Team Leader**

**Key Result Areas:**

- Managing and responding to inbound leads via telephone and email.
- Review prospect's profile background and do preliminary eligibility evaluation.
- Explain the detailed process and costs involved in one-to-one consultation.
- Following up on leads whilst providing ongoing guidance and advice
- Convert them into sales and achieve monthly targets.
- Manage own database of leads.
- Resolving issues at the first point of contact and encouraging the team to do so within individual limits
- Undertake regular call monitoring to ensure the quality meets our standards and processes are being followed and guest experience is in line with our company values
- Processing PR and Business Investment files for the assigned clients.
- Developing and maintaining strong client relationships to generate referral business.

### **March'20 – June'21**

**KGT Communication (DU Channel Partners),, Dubai as Tele Marketing Executive/Sales Executive**

#### **Key Result Areas:**

- Meet monthly sales target as assigned by management
- Building relationship with prospective clients and update them about the upcoming offers
- Hunting new accounts for profitable sales of our products and services
- Handling customer queries/escalations effectively and prepaid to postpaid migration procedure

### **Feb'10 – Nov'19**

**ANZ Support Service India Pvt. Ltd., Bangalore as Mortgage Releases Officer/SME/Financial Analyst**

#### **Key Result Areas:**

- Managing a team of 30 members and processing the daily requests in order to achieve agreed SLAs
- Delivering high level of customer service by completing the work in an accurate and timely manner
- Understanding end-to-end process of Mortgage Release Process and preparing legal release documents for the settlement
- Retaining accurate records of loans, analyzing the effectiveness of the company's credit control system and implementing changes to improve profitability and reduce bad debt
- Interacting with customers on disputed invoices and resolving their issues with a win-win strategy
- Participating in resolving any customer queries and complaints and effectively and escalating as appropriate
- Improving the process, including process ideas that result in reduced customer effort (i.e. automation of processes, streamlining of processes)
- Supporting change initiatives in line with ANZ's vision and values

## **Previous Experience**

### **Jan'08 – Sep'09**

**Zenith Software Ltd., Bangalore as Process Executive**

### **Nov'05 – Apr'07**

**Barter Card Lanka Ltd., Sri Lanka as Trade Coordinator**

## **Freelancing Experience**

### **Jul'04 – Jul'05**

**Opinion & Market Research Company, Bangalore as Marketing Executive (Freelancer)**

## **IT Skills**

Programming Languages: C, C++

Operating System: Windows XP, 95, 98

Additional Software: MS Office, HTML

## **Education**

**2017** MBA (Banking Management & MIS) from Matrix Institute of Business Management

**2004** BCA from Bangalore University, India

## Personal Details

**DOB:** 18th April

**Language Known:** English, Hindi and Bengali

**Address:** MHR Building, Burjuman, Bur Dubai.

**Passport Number:** V2021318

**Indian Driving License Number:**20873104