



NITHYA JAYASANKAR

**Relationship Manager/Team leader/
Operations & customer service/HR
Administaration**

CONTACT

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SKILLS

- Team leadership & Team Building
- Strong selling and Negotiation
- Training and UAT's
- HR Administration
- People Management
- Customer service mamangement
- Portfolio management
- Ability of working under pressure
- Communication skills
- Recruitment
- Time management
- Sales & Marketing

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

EDUCATION

- Master of Business Administration in HR
Bharathiyar University - India
- Master of Technology
Bharath University - India
- Bachelor of Technology
Anna University - India

PROFESSIONAL SUMMARY

Dynamic and performance driven administrative professional with strong organizational, customerservice, sales, Realestate, Administration and Training skills. Managed Team of 30+ direct reports consist of 5 different activities simultaneously and supervise over 100 employees on floor. Total work experience spanning of 10+ years in Operations, customer service, Directsales, Propertyconsultant, insurance, Retention and Portfolio to contribute company's success.

WORK HISTORY

AZIZI DEVELOPMENTS

Relationship Manager, Property Sales

(July 2020 – Till Date)

Key Roles and Responsibilities:

Generating leads through various marketing campaigns ,database ,coldcalling,emails,Kiosk and references.

Meet the customers, assisting clients to make sound property-purchasing decisions as per company policy.

Compared properties with similar properties that had recently sold to determine competitive market prices.

Liaising with legal counsels to prepare sale and lease documents.

Achieve Target as assigned Month on month.

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1.Team leader Fulfillment, Retention for PL,CC,Mortgage,Insurance & Portfolio Management (Nov 2014 - April 2020)

Key Roles and Responsibilities:

Responsible for overseeing day to day activities of the team, distributing work evenly and making sure motivation and performance levels are maintained.

Implementing new initiatives and making sure all staff understand them. Defused escalated customer situations calmly and courteously. Worked closely with management by giving consistent feedback about the business and minimize attrition.

ADDITIONAL INFORMATION

- Native - Indian
- Visa Status – Employment Visa
- Driving License – UAE (International valid)
- DOB 14.07.1987

Achieving sales Target

Ensured to achieve Target of 4 different Products (credit card Retention, Personal Loan Retention, credit card activation, credit card insurance & various customer-based campaign activities)

Initiated and managed cross-functional teams which historically have not worked well together to achieve desired results.

Completed daily huddles with team to gather trends as well as gain commitments and set goals.

Mentored, Motivated & coached team to achieve and exceed Target.

Consistently a “Top performer “increased book size over 50% and recipient of numerous honors.

Recruitments & Trainings

Recruited and trained sales specialist into the retention departments.

Trained existing team on new processes and kept them up to date with new communications and legacy applications.

Trainings conducted for offshore partner for insurance Products.

People Management

Conducted monthly, quarterly and annual performance reviews and individual development plan of each employees.

Motivate staff to do better, make sound decisions and work with managers and staff at all levels of responsibilities.

Reconciliation

Prepare daily batch summary spreadsheets from reports

Identify and resolve variances.

Systemize all completed work in an organized manner for easy access.

Prepare Daily MIS

Prepared Daily, Monthly and Yearly MIS for various activities performed by team and share constant feedback to management.

Performed UAT's

Started of with pioneer batch of retention UATs done for Modules of finacle,omiflow-SRM/SRM,Prime etc.

Designs and executes improvements for process and procedures so that established goals are met.

Met or exceeded service and quality standards every review period.

Manage end to end the customer management workflow.

Constant Customer engagement and communication via SMS and Emails.

RAKBANK

2.Position Held - Senior customer service & operation officer

(August 2011 to Nov 2014)

Open and maintain branch visiting customer accounts by recording account information.

Resolve product or service problems by clarifying the customer complaint determining the cause of the problem;selecting and explaining the best solution to solve problem;expediting correction or adjustment;following up to ensure resolution.

Upsell/ Recommend potential products or services to management by collecting customer information and analyzing customer needs.
Meet personal /Team sales targets and call handling quotas ,for personal Banking products assets and liability products.
Dealt with Elite customers and SME.

Organisation : **MICRO THERAPEUTICS RESEARCH Ltd**

**3.Position Held – HR Administrator
(May 2010 – June2011)**

Key Roles and Responsibilities:

Proactively assists in developing and monitoring HR service plans which will directly impact the human resources effectiveness of client companies.

Assisted Human Resource managers during recruitment and induction procedures.

Track movement of people & material- people by attendance, material by gate pass & authority.

Taking minutes at internal & external meetings.

Processing staff payrolls, keeping account of finances and updating staff files.

Rapidly responding to and resolving any administrative problems.

Overlook security of premises.

Coordinate interviews and direct applications to the right channels.

Meet and greet clients and visitors.

Organizing induction and training for new staff.

Present when disciplinary hearings are held.

Perform other duties assigned.
