



SATAKSHI SINGH

SHARJAH, C: +00971528113434 | Satakshisingh29@gmail.com

SUMMARY

Over 6 year's of exemplary experience in BPO's, 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, Anti Money Laundry.

ACCOMPLISHMENTS

- 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.
- Handled a newly opened Medical / Aesthetic Center and exceeded corporate targets. Went above and beyond in the development and success of the business.

EXPERIENCE

Abu Dhabi Commercial Bank - 3years 3 months

Personal Banking Ambassador - Employee Banking Services - July 2016 – September 2019

- Build exclusive relationship with corporate personnel's 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.
- Ensure zero process errors & higher NPS for the new products or services.

Executive Sales Associate

Main – To work with the outbound Telesales team to execute various activities related to telesales, in line with business requirement.

Job Dimensions

Quantifiable –

Telesales of credit cards: To achieve monthly targets as set by the managers.

- Cross-sell – To utilize any opportunity to crosssell through telesales.

Non – Quantifiable

- To call predetermined customers and proactively sell a product of the bank.
- To represent ADCB in a professional and courteous manner.
- To ensure realistic commitments are made to customers and render them excellent services to differentiate us from the competition.
- To be able to maintain/update customer information on the databases.
- To be confident and should process excellent communication skills.
- To be able to take up/ handle additional responsibilities of the team.
- Bring in quality customers to the bank, which leads to quality references thus ensuring each case is profitable to the bank.

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- Ensure clean and healthy sourcing without resorting to quick-fix measures and fraudulent practices that may affect performance of the portfolio.
- Daily Checking of submissions to manage better approval rates.

Business Development Executive

Dar Al Rahma Medical Center - 03/2015 to 01/2016

- Identifying new sales leads for a newly opened medical center mainly through social media.
- Scouting aesthetics and laser machinery needed for the medical center.
- Negotiate the prices of aesthetic machinery to meet DAR's expectations and Budget.
- Liaise with Chinese Suppliers to make sure the machinery is handled properly and delivered on time.
- Introducing DAR in Beauty World Exhibition to meet with prospectus Machinery supplier
- 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 – 02/ 2012 to 07/ 2014

- Monitoring agents monthly performance, call reviews and attendance reports.
- Understanding and reviewing MIS reports.
- Handling a Team of 16 in a professional Environment.
- Handle escalated calls related to customer's credit card accounting and Personal Accounts.
- Liaise with other departments to get Priority FCR for the customer.
- Resolve customer complaints promptly and completely, or forward customer complaints to relevant people in the organization.
- Activation and Blocking of Cards.
- 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 .
- Updating team members on the newly launched products.
- Handle telephonic queries and cross selling for ENBD products.
- To maintain team's KPI, consulted with departments to be more productive.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Made reasonable procedure exceptions by taking authorized approvals to accommodate unusual customer requests.
- Built customer loyalty by placing follow-up calls for customer who reported product issues by addressing the inquirers accurately.
- Address challenging customer problems that require escalation outside of the department.
- 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 08/2011 to 01/2012

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. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- 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.
- Use of proper telephone etiquette and proper mail, package, and message handling procedures.
- Attend department meetings.

Customer Service Representative

DU (Mena business Services) – Dubai 03/2010 to 08/2010

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- Maintaining the team performances by giving the daily data to the team leader.
- Adhere according to the teams given plan.
- Drive the team to achieve daily and monthly goals with assistance from the team leader.
- Delivered prompt and excellent service to the customers.

EDUCATION

Westford School Of Management - Edexcel HND Business & Finance - 2016 – present

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