

CHIRANGI NAMBIAR

 +971-55-781-8910  csnambiar17@gmail.com  BBA (BMS) – Mumbai University, MBA – Finance 2005 - 2007

PROFILE

I am seeking a role where I can contribute towards generating more business for the company by developing and executing strategies, nurturing customer relationship and achieving a lasting end user experience. Having worked as an Analyst and Customer Experience Specialist in varied industries in India and US, my strong analytical, people management skills and ability to quickly understand new domains and contribute to the smooth functioning of the process have been my strong suite.

In my pursuit to giving back to the society, I did an Internship with United Nations, New York - US where I facilitated NGOs in the process of getting accreditation with UN. I am an evangelist of 3R (Recycle, Reuse and Reduce) and practice it in the society.

Being mother to my 5-year-old son has made me more empathetic, a strong communicator and a multi-tasker. I have always enjoyed puzzles and brain games. I am passionate about teaching them too (5 types of Rubik's cube). This has taught me perseverance, resilience and improved my focus for any problem at hand.

PROFESSIONAL EXPERIENCE

2019 onwards till present date, I operate **Children's Costume Rental Service**, I manage a collection of approximately 200 costumes of various characters for various events and celebrations in school and otherwise.

Until the pandemic started, I actively **Organized Events** in the local communities during Festivals and Occasions.

Customer Service Specialist - Immigration Consultant
Quantis Consultants - Dubai / Sept to Dec 2018

- Role involved generating clientele for Migration to Canada and evaluating application of interested clients.
- Guiding clients with details of Immigration process & documentation required for the same.

Holiday Expert
MakeMyTrip.com – Mumbai / Jan. '15 to Mar. '16

- Attended to customer queries regarding their travel needs, sell best customized holiday packages as per their requirement.
- Ensured that the necessary arrangements are made at the destination for a memorable trip.

Customer Success Manager
People Interactive Pvt. Ltd. Shaadi.com - Mumbai / Aug.' 13 to Dec.'14

- Serviced and Managed a Team serving VIP Customers.
- I was responsible for implementation of SLAs and improve the process for a better experience across the globe. Achieved targets and maintained SQS and CSS for the Team Every Month.
- Appreciated for handling VIP Highly Escalated Customers and membership renewal of existing customers.

Sr. Associate
Palani Group of Companies – Mumbai / Aug.'10 – Mar.'13

- Analysed the process and implementing the changes for smooth flow of transaction of the Spices trading.
- Liaison between the bank, finance, logistics departments, Suppliers and customers for timely dispatch and delivery.
- Performed Bank Reconciliation and MIS reporting.

Associate Process Manager
eClerx Services Ltd, for their client Credit Suisse - Pune / Sept. '08 – June '10

- Migrated Reconciliations process for Derivatives from **UK** to **India**.
- Developed and deployed Tools for process automation.
- Supervised the documents team - SIPOC, Process flows, FTE Analysis.
- Monitored & motivated the team to achieve Client SLA, worked on KRA's and gave feedback on performance to a team of 20.
- Preparing MBR & MIS for the perusal of Senior Management & Client.

Business Analyst
Deutsche Bank Operations International - US / Aug. '07 to Aug.'08

- I was in **Baltimore (US)** to migrate Private Wealth Management process to **India**.
- Computed and reconciled the commissions.
- Made SIPOC, Process flow and other documentation related to the process migration.
- Identified improvement areas & implementing adequate measures to maximize the output.