



EMAIL

darrenburby@gmail.com

PHONE

+971 56 578 6375 (UAE)

APPLICATION SOFTWARES

MS Office
(Excel, Word, Power Point)

LANGUAGES

English & Tamil



<https://www.linkedin.com/in/darren-joseph-burby-5b4868185/>



live:darrenburby

DARREN JOSEPH BURBY

An enthusiastic, ambitious and self-motivated professional having experience in customer service skills & sales. My roles involve customer service support & sales based on the need of the hour. To take up challenging assignments that has high growth potential and deliver value to the Organization.



PROFESSIONAL EXPERIENCE



TELE-SALES EXECUTIVE

ABU DHABI COMMERCIAL BANK

January 2020 – March 2021

Abu Dhabi, UAE

- Worked as a Tele-Sales Executive selling Life Insurance and Medical Insurance to ADCB customers.
- Fixing appointments with clients.
- Maintaining good relationship with clients at all times.
- Following up with clients if documents have been received.
- Providing additional banking services to clients like personal loans, motor loans or credit card loans.
- Assisting clients with any information on their bank account or credit card.



CUSTOMER SERVICE EXECUTIVE

CITIPHONES – CITIBANK

September 2017 – July 2019

Chennai, India

- Worked as a primary point of contact answering incoming calls in a professional manner for credit card customers and acting as an advocate within the Citibank 24/7 customer service phone line.
- Ensuring that all callers on phone are handled in a way that 100% customer satisfaction is achieved.
- Master in developing strong relationships with customers and gain an understanding of their business and personal needs.
- Personally take ownership of my customer issues and provide timely and effective solutions.
- Respond promptly to customer enquiries and helped them solve their payments, dues, billing issues, extra fees or charges, stolen or lost cards etc.
- Convert a normal inbound call into a sale opportunity by offering loans based on the customer's credit history.
- Sales handling, understanding the customers' needs and sourcing the right product of the bank.
- Meeting daily targets on sales and solutions.

HOBBIES

- Football
- Music Events
- Travelling
- Singing
- Snooker
- Photography

PERSONAL

Marital Status: Single
D.O.B: 15th June, 1997
Nationality: Indian

Present Address in UAE:

Baskin Robbins Building
903, Tourist Club Area
Abu Dhabi

Address in India:

Plot No: 87 & 88
Thirumalai Nagar Annexe-II
Morai, Avadi
Chennai – 600055
Tamil Nadu
South India

CURRICULAM VITAE



EDUCATION

2014 – 2017

BACHELOR OF COMMERCE

Patrician College of Arts & Science, Adyar, Chennai – India

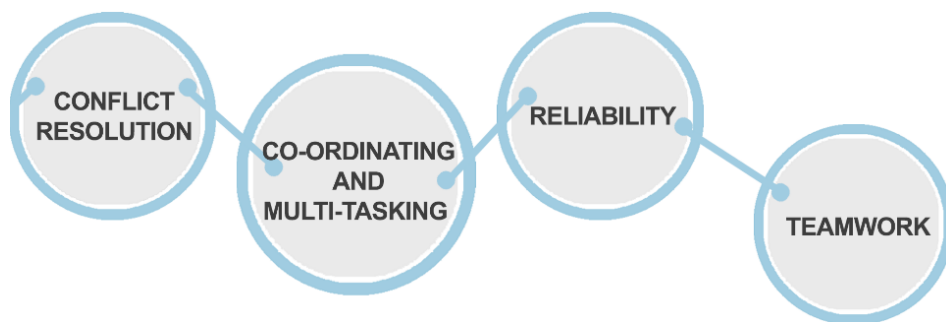


ACHIEVEMENTS

- I have performed in concerts & cultural events at School and College level in many competitions & events in Chennai and won many of them.
- I was the keyboard player for my school choir from 7th to 12th standard.
- Patrician college was runners up at the Aachi Sing the Season 2015 and winners for Aachi Sing the Season 2016 which is held every year during Christmas at Madras University, Chennai and I performed on the keyboard.
- Performed at Saarang in Chennai which is an interstate college musical event held at IIT Madras every year.
- Performed at musical events in Citibank, Chennai.



KEY SKILLS



I hereby declare, that all the above mentioned details are true to the best of my knowledge.

Darren Joseph Burby