

JAYACHANDRAN

CUSTOMER RELATIONSHIP OFFICER(CRO)

PROFESSIONAL SUMMARY

Self-motivated manager / professional with over 7 years of experience delivering exceptional member support in Banking Industry. Skilled in providing extraordinary customer service internally and externally to develop relationships and create positive customer experiences. Aiming to leverage my skills to successfully fill the Customer Relationship Officer role at your company.

WORK HISTORY

Sri Murugan Finance – CRO *Bhavani*, Tamilnadu,
Jun 2014 - Aug 2021.

ROLES AND RESPONSIBILITIES

- As CRO knows their customer needs and focused to work effectively.
- Identifying new business markets and recording daily customer transactions.
- Customer Relationship Officers for a bank may email existing customers to make them aware of new services or handle the phone call of someone experiencing a problem with his account.
- Understanding customer concerns.
- Inform customers of new products or product enhancements to further expand the banking relationship.
- Record and respond to customer's complaints, questions, and problems.
- Do proper analysis of the case and provide all related information of the customer after the field visit is done.
- To perform all sales related activities for existing and potential customers to achieve the assigned financial targets.



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☎ 971-543467662

📍 SHARJAH

PERSONAL DETAILS

Passport No : L8014274

Date of Expiry : 24-03-2024

Visa Status : Visiting Visa

Date of birth : 30-09-1990

Gender : Male

Nationality : Indian

Marital Status : Single

LANGUAGE KNOWN

English , Tamil

EDUCATION

KUMARAGURU COLLEGE OF TECHNOLOGY, Coimbatore, Tamilnadu

ME in Industrial Engineering
(Apr 2014)

ADITHYA COLLEGE OF ENGINEERING, Coimbatore, Tamilnadu

BE in Mechanical Engineering
(April 2012)

- Called existing customers through databases and explained about new offers and products.
- As CRO, first clearly explain about all product loans.
- Collecting KYC documents from customers for all types of products.
- Supporting customers with friendly manner.
- Managed customer contact information.
- Maintains customer records by updating account information
- As CRO will work with customer service, marketing staff and operations to maintain a customer-focused attitude with a focus on activities that create lifetime customers.
- Improved customer relations and understand each customer unique needs.
- As Customer Relationship Officer is responsible for marketing and selling the bank's products and services through direct and cross selling techniques while maintaining a high quality service. In addition to developing relationships with customers and ensuring that their profiles are up to date.
- Proficient in performing all duties and responsibilities required to run a branch.
- Act as mentor and assist in team training.
- Maximized and maintained customer satisfaction in all aspects of branch.
- Monitored, followed-up and escalated cases to meet customer response commitments.
- Built and maintained relationships with new and existing customers while providing high level of expertise.
- Monitored and followed the sales collection executives.

Declaration

I hereby declare that the above furnished details are true to my knowledge and my belief.

PRODUCT LOAN

- Business Loan (Secured & Unsecured)
- Mortgage Loan
- Housing Loan
- Personal Loan
- Vehicles Loan

ADDITIONAL SKILLS

- MS Office
- Product expertise
- Customer relationships
- Cash handling expertise
- Documentation