

CURRICULAM VITAE



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Objective:

An Enthusiast and a fast learner seeking for an Opportunity in any Management Level in the field of Banking and Customer Service which can be challenging and responsible for day to day operations in the Organization.

Strength and Skills :-

- Creative Problem Solver
- MS Window Proficient /MIS
- Guest Satisfaction Specialist
- Team Building
- Quality Assurance
- Hospitality Background
- Natural Leader
- Risk Management Processes and analysis
- Interpersonal skill & Adaptability

Work Experience:

❖ Country Club Condos Realty Real Estate LLC. Dubai- UAE (June 2019 to January 2020)

➤ Customer Service Representative

- Manage Incoming and Outgoing calls.
- Responsible for handling Customer related to property inquiry.
- Generate sales leads
- Identify prospective customers and understand their real estate needs. Provide best possible solution/s to customers
- Identify and assess new customer's needs to achieve product Satisfaction
- Controlling and tracking of existing customer dues monitoring outstanding payments & collection target
- Keep records of customer interactions, process customer accounts and file documents
- Closing the complaints of customers with proper grievance addressable. Checking all demands/receipts generated and day to day communication sent to the customers
- Maintaining daily work sheet.

❖ ICICI Bank Ltd. Mumbai- India (MAY 2016 to Dec 2018)

➤ Senior Customer Service Officer - Branch Banking Operations.

(From 29th Dec 2017 to 5th Dec 2018)

- Managing the overall functioning of retail banking processes including Cash, Deposits, Transfers, Demand
- Expertise in Core Banking Solution - FINACLE Retail-banking module.
- Draft, Pay Order, (Entering, Posting & Verification) and other customer requests etc.
- Handling front-end operations for Savings, current & fixed deposits, involved in cash management for branch as well as extending priority banking services.

➤ **Current Account Sales Officer**

(From May 2016 to Dec 2017)

- Maintain effective relationship with customers.
- Maintained and update the status details of new customers.
- Give basic knowledge of bank process after opening an account.
- Trying to sell all products after opening an account (Credit Card, Travel Card & Life Insurance, General Insurance, Car Loans, OD/ CC etc.)
- Achieve monthly Targets.
- Managing overall functioning of current account opening and on boarding
- Focusing on high value current account
- Focusing on cross selling and attachments in new account
- Focusing on lending to current account customers.

➤ **Achievements:**

- Award of excellence in RH club for Exemplary Performance in **ICICI PRUDENTIAL LIFE INSURANCE** during **January 2017**.

❖ **Adlabs Entertainment Ltd. Mumbai - India (Dec 2012 to Feb2015)**

➤ **Senior Operations Executive**

- Customer Service in an Open Firm. Attend the Guest
- To understand and follow every single procedure in order to ensure that every guest receive highest standards of quality and service.
- Manage the team of Operators shift & duty roaster.
- Maintain & handle the reports related to the performance of the rides & attraction including MIS Reports.
- Conducted Training Sessions for Operators & Associates regarding Rides, Safety, Guest Handling, Safety & Managing Emergency situations.
- Do multitasking Maintain attendance sheet, Daily report, Opening-closing checklist, Daily log book, Roaster in a system, maintain file as well as do a paper work, Sending these daily data by mail to Senior.

➤ **Achievements:**

- Awarded as a **Best Employee of the Month in October 2014**

Educational Qualification:

<u>Period</u>	<u>Institution</u>	<u>University/Board</u>	<u>Course</u>	<u>Result</u>
2010-12	KMC College, Khopoli.	Mumbai University	M.Sc.(CS)	Second Class
2007-10	KMC College, Khopoli.	Mumbai University	B.Sc.(CS)	Second Class

Courses & Certification:

- Software Testing (Manual Testing & Automation Testing) From **SEED INFOTECH**, VASHI
Knowledge on Smoke, Regression, Compatibility and various other types of Testing
- Other Courses: - MS-CIT, Typing Courses (English-Speed-30,40,50)

Computer Knowledge/Technical Skills:

- Programming Languages : - C
- Database : - My SQL, MS-Access
- ALM version 11.5

Languages Known:

- English, Hindi, Marathi, Konkani

Hobbies and Interests:

- Travelling.
- Listening Music.
- Cooking.

Personal Details:

- Marital Status: Married
- Nationality: Indian
- Date of Birth: 29th June 1990.
- Gender: Female.
- Husband's Name: Vineeth Nambiar
- Current Location: Mumbai

(Mrs. Pallavi Vineeth Nambiar)