

COVER LETTER

Sheena Solanki

House No-9, 2nd Floor, Khalsa Colony, Hari Nagar, Ashram,
New Delhi-110014
(9953232022)
someya.paul@gmail.com

Hiring Manager

Dear HR,

Thank you for the opportunity to apply for the client relationship officer role at your company. After reviewing your job description, It's clear that you are looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skill to successfully do the job adeptly and perform above expectation.

I am results - oriented professional who has been consistently praised as focused by my co- workers and management. Over the course of my 7. 8 year career, I've developed skill set directly relevant to the client relationship officer role you are hiring for, including client relationship management, profit growth and revenue stream. Over all, I have consistently demonstrated communication, creative thinking and leadership abilities in every aspect of my Banking role at HDFC BANK LTD, and I invite you to review my detailed achievement in the attached resume.

After reviewing my resume. I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skill and abilities will benefit your organization. Please contact me at 9953232022 or via email at someya.paul@gmail.com to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,

Sheena Solanki

Curriculum Vitae



SHEENA SOLANKI

**At.- House no. 9, 2nd Floor
Khalsa Colony, Hari Nagar, Ashram
New Delhi – 110014
Mobile No. 9953232022**

someya.paul@gmail.com

Objective:-

Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billings, cancelations and other queries. The client relationship manager works closely with the sales team to achieve what their goals in the company. To provide their services for existing clients or new clients for the business purpose, my main responsibility is to generate the revenue and meet the target goal.

Professional:-

Pass out with **Mass communication** from M.C.R.P.S.V. University of Bhopal.

Academia:-

Graduation M.P.G College Mussoorie.
Passed Intermediate from M.G.I.C, Mussoorie.
Passed Matriculation from A.G.I.C, Nainital.

Other Skills:-

- Basic Course in Computer from NIIT. (MS Office – Word, Excel, Power Point, and Outlook).
- Typing in English.

Key Responsibilities

Client Relationship Manager

- Building and maintaining relationship with clients.
- Escalating and resolve customer complaints via phone, email, mail or meetings.
- Manage the existed client portfolio
- Greet customers warmly and ascertain problem or reason for calling.
- Inform customer of deals and promotions.
- Sell products and services.
- Conducting business reviews to ensure clients are satisfied with their products and service.
- Alerting the sales team to opportunities for further sales within key clients.
- Attending meetings with clients to build relationship.

- Working closely with Sales Consultants.
- Passing leads to the sales team and following up on progress.
- Liaising with internal departments to ensure client needs are fulfilled effectively.

Executive assistant cum Sales Coordinator:-

- Manage everyday operations and coordinate with sales team for DSR (Daily Sales Report) to achieve their targets.
- Assist with placement of orders, refunds or exchanges.
- Indoor Meetings with prospective clients for business.
- Maintaining all confidential Data.
- Maintain all files and paper work (softcopy/hardcopy).
- Deal with incoming/outgoing correspondence.
- Internet Browsing and research.
- Handling minutes of meetings.
- Taking dictations and making professional corresponds.

Work Experience:-

- **Worked with HDFC BANK LTD as a Client Relationship Manager (Deputy Manager)(May 2017 - October 2017) left for marriage preparations.**
- **Worked With National Housing Bank as an Executive Assistant to GM. (Sep. 2012 to April 2017)**
- **Worked with Saveer Biotech Ltd. as an Personal Assistant to MD and Sales Executive.(March 2009 – Feb 2012)**

Hobbies:-

Painting, Reading.

Personal Details:-

Date of Birth:- 17.02.1985
Husband Name:- Mr. Manish Solanki.
Nationality:- Indian.
Gender:- Female.
Marital Status:- Married.
Language Known:- English, Hindi.
Present Address:- C/o Mr. Manish Solanki
 House no. 9, 2nd Floor
 Khalsa Colony, Hari Nagar, Ashram
 New Delhi –110014.

Declaration:-

This is certifying that all the above information given is true to the best of my knowledge and belief.

Date

Place.....Delhi.

Sheena Solanki