

# ELIZABETH ANDRADE

M.SC. INDUSTRIAL PSYCHOLOGY

+91 9972982970 | Bangalore – 560032 | [bettyandrade124@gmail.com](mailto:bettyandrade124@gmail.com) | [linkedin.com/in/elizandrade/](https://www.linkedin.com/in/elizandrade/)



## CAREER OBJECTIVE

Aspiring HR professional with hands-on experience in relationship management and a passion for workplace psychology, seeking an opportunity to contribute to talent development, employee relations, and organizational culture. To apply my strong interpersonal, advisory, and analytical skills in a **Human Resource** field, while leveraging my background in psychology to support employee engagement, recruitment, and organizational well-being.

## SKILLS

- |  |                            |
|--|----------------------------|
| • Client Relationship Management (CRM) | Excellent Communication    |
| • Investment Planning                  | Client-Centric Mindset     |
| • Financial Advising & Planning        | Adaptability & Versatility |
| • Financial Services                   | Problem-Solving            |
| • Budgeting & Cost Control             | Emotional Intelligence     |

## WORK HISTORY

**Financial Advisor |** August 2022 – January 2025

**Concentrix** (Client: UK-based Bank)

- Aided clients in managing and repaying outstanding debts from loans and credit card usage, ensuring tailored support and financial clarity.
- Created and implemented personalised repayment plans for clients who exceeded their debit card limits, helping restore accounts within agreed thresholds.
- Conducted comprehensive credit score evaluations and guided clients through the eligibility and application process for new loan products.
- Facilitated interest freezes on credit card balances where applicable, providing financial relief and promoting long-term account sustainability.
- Maintained compliance with financial regulations and internal protocols while delivering empathetic and solutions-focused customer service.

**Sr. Relationship Manager |** October 2021- August 2022

**Credvest** – Real Estate Investment

- Acted as the primary liaison between the company and its clients, ensuring clear communication, trust-building, and seamless relationship management.
- Led customer acquisition efforts by identifying, qualifying, and engaging prospective clients, converting leads into long-term investment opportunities.

- Executed targeted sales prospecting strategies to expand the client base and drive revenue growth in the investment property sector.
- Provided tailored property investment guidance, aligning client needs with suitable real estate offerings to maximise satisfaction and returns.
- Maintained a proactive and client-focused approach, fostering strong relationships and encouraging repeat business and referrals.

## EDUCATION

### **Master of Science: Industrial Psychology**

Mount Carmel College, Bangalore

2024-2026

### **Bachelor of Arts**

St. Anne's Degree College, Bangalore

2018-2021

## CO-CURRICULAR INVOLVEMENT

- Represented school throwball team in interschool competitions, demonstrating teamwork and sportsmanship.
- Participated in school and college choirs; contributed to winning performances at inter-college cultural festivals.
- Worked as an emcee and event coordinator at a startup event management company, organizing and hosting various corporate and cultural events.
- Conducted mental health awareness drives at Nightingales Centre for Aging and Alzheimer's and Baptist Hospital, promoting psychological well-being and community involvement.