

ELIZABETH ANDRADE

M.SC. INDUSTRIAL PSYCHOLOGY

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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

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|--|----------------------------|
| • 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.