

# JENNIFER MARTIS

## Address:

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DOB: 11 March 1985

## OBJECTIVES

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I am looking forward for a challenging and mutually beneficial relationship career that can enhance my professional knowledge and personal growth.

## SUMMARY OF SKILLS

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- Exceptional communication & interpersonal Skills
- Problem Solving and Leadership Abilities
- Effective and cooperative team player
- Articulate and Assimilate new idea and concepts

## PROFESSIONAL TRAINING

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- "Sharpen your Axe" program

## PROFESSIONAL SNAPSHOT

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- Associated with VODAFONE (India) Limited as a Relationship Manager.

## ACADEMIC SUMMARY

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- SSC: (Mar 2001-02)
- HSC: (Mar 2003-04)
- T Y B A:(Jun 2011 -12)

## Other Qualification

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- Typing speed 40 wpm

## WORK EXPERIENCE

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VODAFONE (India) LTD - MUMBAI

Since 27 Jan 2009

➤ **Designation: Customer Care Executive**

- Attending to walk-in customers at frontline with effective interaction to handle service queries with quality.
- Promoting Vodafone postpaid, handsets and Value Added services.(Front-desk).
- Regularly achieving retention and exceeding sales targets.

➤ **Postpaid Customer Retention(Retention Assist)**

- Looking at overall Churn & Managing Retention of the store, helping Team to ensure churn is reduced to minimum by corrective measures.
- Identifying subscriber need and advice to design special product & packs for retention
- Analyzing various reasons of churn to make changes in existing processes to reduce churn

➤ **Relationship Management - HNI base(Relationship Manager)**

- Providing Quality Services round the clock to HNI, Celebrities and VIP subscribers.
- Prevent Churn and Develop Loyalty by making Relationship Visits and Telecalls to HNI Customers
- Updating the customers of the Value Added Services offered by Vodafone
- Regularly achieving and exceeding Sales Targets
- Monitoring of roaming usage & Value Based Dunning limit for HNI subscribers
- Inter- departmental coordination in order to resolve customer complaints within Turn Around Time
- Coordination with Collection Agency for Timely Payments

**Achievements:**

- Awarded “Best Quality” for customer interaction.
  - Awarded “Best Retention Store” for quarter period Oct 2013 to Dec 2013.
  - Awarded “Best Relationship Manager” for quarter period Jul 2014 to Sep 2014.
  - Certification received for “Sharpen Your Axe” August 2010
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**Respondez(International Call Centre) (Oct 2007-Dec 2008)**  
**CSA(Customer Service Associate, Web Process)(Inphonet)**

- Resolving customer’s queries online.
  - Handling dual chats with quality at a time.
  - Handle customer inquiries, complaints, billing queries.
  - Upselling mobile accessories to the customers.
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**RELIANCE COMMUNICATION -Back Office Operations (Dec 2004-Jul 2007)**  
**Designation - Executive**

- Outcalling Pre Due Date customers.
  - Regularly achieving targets for bill payments as per due date.
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**ICIC Lombard General Insurance Company (Jun 2004 - Nov 2004)**  
**Designation - Insurance Advisor**

- Explaining & Soliciting Insurance policies to Individuals
- Regularly achieving targets

**Jennifer Martis**

