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Work Experience:

- **Eureka Outsourcing Solutions Pvt. Ltd.**(Mar 2014 – till date)
 - *Designation: Customer Service Representative*
 - Work for **ICICI Prudential** (Third Party Payroll)as Customer Care Executive
 - To plan and carry out sales activities so as to achieve numbers and value targets of Term insurance, ULIP, Traditional plans.
 - Preparing and maintain MIS report
 - Exploring new areas and ways to achieve productivity
 - Interacting with customers,addressing their queries and complaints.
 - Maintain of all requisite processing records, files and registers.
 - Compliance with financial and process controls
- **Kotak Mahindra Bank** (Aug-2011-Oct-2011)
 - *Designation: Relationship Officer*
 - Managing the clients with target to achieve and ensuring compliance with time and accuracy norms
 - Planning and managing activities to ensure the completion of assignments within time and cost budget along with the norms followed
 - Evaluating internal control systems / procedures, preparing audit reports with a view to highlight the shortcomings and assisting in the implementation of recommendations
 - Handling portfolio of preferred clients with service and cross selling the products
 - Monitor and report on activities and provide relevant information to the BM
 - Filing of End of day (EOD) Reports , Customer relationship management, Queue Management
 - Identify any operational risk and solve it
- **HDFC Bank** (Mar 2010-Aug 2011)
 - *Designation: Liability CO-ex*
 - To plan and carry out sales activities so as to achieve numbers and value targets of saving and current accounts, in accordance with agreed business plans.
 - Ensure addition of Quality customers
 - Carry out activities to achieve cross-sell targets for Loan/Credit card /Demat/ FD/ LI.
 - Ensure sourcing of quality accounts by maintaining the depletion rate within agreed limits.
 - Liaise with the branch staff to aid business development.
 - Assist branches in lead conversions and source large ticket Fixed Deposits
 - To personally meet every institution that is a potential customer. Analyze the institution's requirements, understand their business needs and provide customized solutions to fulfill all their immediate and long term requirements.
 - Customer Relationship Management for a Portfolio of customers, Lobby Management

- Track the inactive accounts and get in touch with the institutions for activating the accounts and Ensure accounts are opened in specified TATs
- Meet existing and new customers on regular basis for understanding the needs and offering the most viable solution for the same.
- Critically review the existing process and procedure during the audit of respective area and Suggest area of improvement which would enhance controls and simplify process flow.

• **Routesms Solution Limited** (May 2009-Jan 2010)

Designation: Marketing Manager

- Responsible to achieve projected sales and collection targets.
- Planning and implementation of sales policies and ensure completion of all commercial projects
- Preparing PPT presentations and doing market surveys.
- Assisting client on technical queries on our products
- Follow-up with the client on our products sales and services and making them aware of our new products.
- Searching prospective customer with the help of search Engine like Google, MSN, AltaVista etc.
- Responsible for making weekly report and monthly report on sales

Certification:

IRDA certificate passed in may 2014

Education:

Degree	Board/University	Year
M.B.A	MUMBAI UNIVERSITY	2007-2009
B. Com.	Patna University	2002-2005
I.Com.	B.I.E.C.	2000-2002
Xth	C.B.S.E.	2000

Personal Details

Date of Birth: 19th January, 1984

Marital Status: Married

Language known: Hindi, English