Pooja Rani

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# Objective

* To be part of a growing and Reputed Organization to Learn and Excel, to perform at the Best of my Abilities.
* Optimistic, Realistic, Customer Relationship and Career Oriented.
* Good communication Skills, Interpersonal skills, Self-motivated, Quick Learner.

# Education

Sikkim Manipal University

Post Graduation Diploma in Banking 2015

Eastern Institute for Integrated Learning in Management

Bachelor of Arts 2012

School of Engineering & Technology

Aircraft Maintenance Engineering 2011

# Experience

ICICI Bank Ltd

Wealth Customer Service Manager Feb 2014-till date

* Handling wealth client queries.
* Bridge between client and relationship manager.
* Handling operations.
* Focused on provision of world class customer to individual and business clients with high net worth.
* Applied leadership and influencing skills to foster relationship with senior client contacts in order to promote customer loyalty and retain existing business.
* Expanded relationships by promoting additional products and services through consultative selling and negotiations.
* Cold calling, business development, lead generation and appointment scheduling.
* Established and maintained a client pipeline by providing unparallel customer service.
* Responsible for handling atleast 3-4 mapped Relationship Managers.
* Require to have complete contactibility with mapped clients by making cold calls scheduling appointments for RMs.

Virtuoso Recruitment Solutions

Senior HR Executive Feb 2012- July2013

* Responsible for end to end HR Recruitment for clients.
* Taking care of entire recruitment process through portal.
* Dealing with clients and client queries.
* Sourcing and Screening.
* Efficiently and effectively fill open positions.
* Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation.
* Develop a pool of qualified candidates in advance of need.
* Research and recommend new sources for active and passive candidate recruiting.
* Build network to find qualified passive candidates.
* Done the hiring for Bpo, Aviation, Automobile Companies and IT profiles.

FIS Global

Customer Service Executive (Contractual) Nov 2011-Jan 2012

* Handling service queries and providing solutions for American Express Gift Cards

# Skills

* Phone Skills, Recruiting, Interviewing Skills, People Skills, Supports Diversity, Result Driven Professionalism, Organized, Judgment, customer service, Polite, Understanding, Complaint handling/Dispute Resolution.