

# SAURABH SUJIT SINGH

CUSTOMER SERVICE /BUSINESS OPERATIONS PROFESSIONAL

Offering over 2 years of corporate experience in Customer Relationship Management and Business Operation in organization of Repute

Preferred Location: India / Overseas

## Career Summary

- Result-oriented professional with **over 2 years of experience**, currently working with Bird –GSEC, Ahmedabad as Customer service host; delivering a comprehensive service to enquiring customers, delegating certain customer enquiries to specific teams
- Proven interpersonal and motivational skills; ensured a strong team approach and the attainment of maximum performance levels and productivity
- Skilled in developing procedures, service standards and operational policies & implementing effective control measures to improve quality, accuracy and reduce running costs for the clients
- Proven track record of conceptualizing & implementing Retail Banking & Administration plans with sound banking product knowledge
- Keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- Developed & implemented client **service strategies** that will increase sales while providing a positive experience for all clients
- Expertise in assessed the **customer feedback**, evaluated areas of improvements & provided critical feedback to the associates on improvements and achieved higher customer satisfaction matrices
- Capability to establish and maintain effective communication and working relationships with Authority employees, airport stakeholders, contractors, and the public; skills to work with frequent interruptions and changes in priorities
- Knowledge of management principles and practices as applied to airport operations; capability to plan and execute airport operations, maintenance, and development programs; capacity to choose, assess and train operations staff
- A forward-thinking person who is strong team oriented; competencies in achieving both corporate & personal goals in diverse cultures with strong communication, interpersonal, analytical & problem-solving skills

## Education

- 2021:** Franklin Institute of Vocational training (post graduate)
- 2019:** PGDM (Finance) from Som-Lalit Institute of Management Studies, AICTE University with 67%
- 2017:** B.Com. from New Commerce College, Gujarat University with 64.21%
- 2014:** 12th from Kumkum English School, G.H.S.E.B with 71.73%
- 2012:** 10th from Kumkum English school G.S.E.B with 61.80%

## Contact

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## Core Competencies

Strategic Planning

SLA\TAT Management

Customer Service Management

Airfield Services and Ground Operations

Revenue / P&L Management

Service Levels Enhancement

Liaison & Coordination

Compliant\escalation management

Service Quality Improvement

## Soft Skills

Motivator



Communicator



Negotiator



Collaborator



Analytical & Problem-Solver



Team Leader



## Professional Experience

Since September 2022 till Present Bird –GSEC, Ahmedabad as Customer service host

### Roles & Responsibilities:

- Training others in policies and procedures related to the work and providing for their professional development
- Handling Flights Viet Jet and Air Arabia
- Using logical and creative thought processes to develop solutions according to written specifications and/or oral instructions
- Managing airport response to emergencies, i.e., responding to emergencies, coordinating in emergency activities, and implementing emergency plans
- Conducting daily inspections of the airfield (i.e., ramps, aprons, taxiways, & runways) to make sure the airfield is in compliance with airport standards and regulations
- Escorting aircraft either under tow by a tug or taxiing under its own engine power to a gate at a terminal, an aircraft parking ramp, or an engine run-up area
- Enforcing all rules and regulations for the airport; issued violations/ tickets or warnings to any airport or airline employee who failed to comply with any rule or regulation

May2019-June2020 with ICICI Bank Ltd, Ahmedabad as Relationship Manager

### Roles & Responsibilities:

- Provided a wide range of banking solutions, including day-to-day cash management, trade, vendor finance, foreign exchange, loans, debt capital markets share repurchase, and interest rate
- Directed the financial advisory team accountable for setting up processes for client risk profile, asset allocation practices and model client portfolio
- Generated business from new accounts; acquired & developed long-term relationships with High Net Worth Individual (HNI) clients, identifying the prospective clients & facilitating trade transactions for achieving business targets
- Facilitating different process enhancement initiatives for innovations/automation in collaboration with operations
- Managed 3 branches & 5 DSA Converted Lead
- Identifying and addressing gaps in the customer community growing the branch business
- Participating in key cross-functional meetings as the representative for the Sales Department to discuss goals & future growth for customer account
- Adhered to compliance procedures and participated in required compliance trainings
- Provided wealth management solutions to high-net-worth onshore banking premier customer, financial plans and advisory services aligned to customer needs and investment profile review

## Internship

Apr'18 - Jun'18 with Karvy Stock Broking, Ahmedabad

Project: Sales & Marketing of Financial Product & Service of KSB Execute Demat Service, Mutual Fund, IPO with mapping customer

### Highlights:

- Successfully opened 10 Demat Accounts & 4 SIP Accounts; Evaluated the customer feedback, evaluated the areas of improvements and provided critical feedback on improvements Participated in Business Development, Revenue Generation, Customer Acquisition and Retention
- Converted shares of Dr. Reddy's physical shares to Demat account

## Extracurricular Activities

### Volunteered in:

- Managing spectrum 2018 college feast of Som-Lalit College
- Sponsorship co-coordinator Spectrum 2018
- Discipline Co- coordinator horizon 2018
- Summer Internship Placement Coordinator in the College (SLIMS)
- Management of the college fest - Spectrum

## Personal Details

Date of Birth: 22<sup>nd</sup> August 1996

Languages Known: English, Hindi & Gujarati

Address: 414/E Siddhi Apartment, Hariom Nagar Ghodasar, Ahmedabad-380050