

# NEHA TIWARI

## RELATIONSHIP MANAGER

### ◦ DETAILS ◦

Komfort PG Jharsa Gurgaon  
8860268333  
nailwalaankita051@gmail.com

Date / Place of birth  
06 Jan 2001  
Delhi

Nationality  
Indian

### ◦ SKILLS ◦

Adaptability

Sales Operations

Multitasking

Sales

Team Oriented

Sourcing

Planning

Relationship  
Management

Customer Relationship  
Management

Negotiation

### ◦ LANGUAGES ◦

English

Hindi

### ◦ HOBBIES ◦

Singing

Dancing

Travelling

Exploring



### PROFILE

Dynamic and dedicated Relationship Officer with 2.5 years of experience in customer relationship management and sales support. Adept at building strong customer connections, resolving issues efficiently, and fostering team collaboration. Skilled in product knowledge, communication, and continuous learning, with a proven ability to contribute to organizational goals and deliver exceptional results.



### EMPLOYMENT HISTORY

#### One Insure (*Relationship Manager*)

April 2024 – Present

- Develop and maintain strong relationships with customers to enhance satisfaction and loyalty.
- Provide personalized financial advice and product recommendations tailored to client needs.
- Ensure compliance with company policies and industry regulations during all interactions.
- Collaborate with team members to achieve sales targets and organizational objectives.

#### ADDA247 (*Senior Exam Counsellor*)

October 2023 – June 2023

- Engaged with customers in a professional and friendly manner to ensure high satisfaction levels.
- Demonstrated comprehensive knowledge of the product portfolio, enabling customers to make informed financial decisions.
- Maintained a customer-centric approach while addressing inquiries and resolving concerns promptly.

#### PaisaBazaar.com (*Customer Relationship Associate*)

March 2022 – Feb 2023

- Ensured compliance with company policies and procedures for seamless sales transactions and customer interactions.
- Contributed to a collaborative and supportive team environment, enhancing overall productivity.
- Addressed and resolved customer issues effectively, maintaining a high standard of service delivery.
- Participated in training programs to improve sales techniques and expand product knowledge.



### EDUCATION

#### Bachelor of Arts (B.A.) – Delhi University (2021)

April 2018 — April 2021

#### Higher Secondary – UK Board

March 2016 — April 2018

#### Secondary Education, CBSE

March 2014 — April 2015