

MANVEEN KAUR

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Professional Summary:

Result oriented & highly motivated MIS, Customer Service Operations professional with 8 + years of experience in banking, travel, health insurance industry with MBA finance commerce background having expertise in

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|----------------------|------------------------|----------------------|
| ❖ Customer Servicing | ❖ Vendor management | ❖ MIS -Advance Excel |
| ❖ Team handling | ❖ Interpersonal skills | ❖ Process oriented |
| ❖ Multitasking | ❖ Dynamic | ❖ Analytical Skills |

Work Experience:

Axisbank , Ghaziabad
Present

Feb'20 –

Designation -Deputy Manager

- Identify sales opportunity with existing and new customer for Retail assets loans
- Driving Retail Assets & EEG business through the mapped Branch
- Resource activation on Retail Assets products
- Liaisoning with product Sales Managers for fulfillment of customer loan application
- Educate Branch resources on Retail Assets products
- Generate leads by attending queries on loans from walk-in customers
- Maintain MIS as per management requirement

Citibank , Gurgaon
March19

Feb'17 –

Designation -Senior Executive

- Analyze and resolve customer concerns on citi cards.
- Displaying complete onus to customer's query/problem
- Delivering service with requisite courtesy and accuracy
- Handling customer problem incidences and escalations.
- Adherence to service and sales compliance.
- Cross selling/upselling on Citi products.
- Maintain MIS as per management requirement
- Ensuring process efficiency & customer service excellence

Maxol Lubes Corporation Mohali
Feb'17

Sept'15 –

Designation: - Assistant Manager

- Supervise Order Processing, Invoicing & Dispatch
- Tracking & updation of payments in set time frame
- Supplier/Distributor management & Follow-ups
- Provide assistance to business development team
- Understand & manage business daily requirements
- Vendor coordination for efficient service
- Daily/Weekly/Monthly MIS & Reports
- Maintain dealer record & update in CRM & MIS
- Filing & documentation as per process

Vasco Worldwide India Pvt Ltd. Chandigarh
Aug'15

Nov'14 –

Designation: - Customer Experience Expert

- Handling Daily Branch Operations & Walk-in clients.
- Advising clients by providing personalized and bundled services based on intelligent traveller information.
- Utilizing varied channels that increase the touch points with the traveller; increasing number of direct selling agents in the local market.
- Directly working with various vendors to get the best value in the form of offers and deals.
- Responsible for sales of other travel requisites like retail services, international travel insurance & telecom product.
- Daily/Weekly/Monthly MIS & Reconciliations and maintaining track record & update stock.

Tynor Orthotics Pvt Ltd. Mohali
Dec'13

May '13 –

Designation: - Senior Executive

- In depth understanding of high quality health care and orthopaedic products.
- Directly dealing with multiple dealers across India for order collection and logistics support post-dispatch of orthopaedic supplies.
- Tracking collection of draft on delivery/ cheque on delivery payments of the distributors
- Supervising order processing, invoicing & delivery
- Providing assistance to business development team
- Managing logistics-contracts, updating information and payments of various logistic services like Gati etc for managing fluent supply to the distributors
- Inter departmental coordination with accounts & dispatch to provide an efficient and effective customer service
- Maintaining promotional tools & ledgers
- Maintaining CRM & monthly MIS reports for various processes
- Collect data & analyze performance and variances as per project allotted

HBL Global Pvt Ltd. Chandigarh
May'12

Nov '10 –

Designation: - Operations Executive with HDFC Bank Ltd

- Handled MIS services for 135 branches across Punjab, Haryana and Himachal Pradesh
- Managing and providing assistance to team of 8 Regional Managers and approximately 100 business development representatives.
- Responsible for management and updating legal documents and invoices for various hypothecations based on bank regulatory guidelines.
- Keeping track of asset (loan) account for which installments are outstanding or have become NPA.
- Record Management -Filing, Documentation as per process
- Analyze and report performance and variances of various branches
- Training, supervising, tracking and managing Sales force as required.
- Handling Query / Problem resolution of clients and business development representatives
- Coordinating with processing Vendors, Admin and IT Personnel
- Generating Daily/Weekly/Monthly MIS of territory per requirement
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Summer Internship

6 WEEK INTERNSHIP TRAINING:
July '09

June '09 –

Ranbaxy Laboratories Ltd -Worked on Management of Fixed Assets, an accounting that seeks to track fixed assets for the purposes of financial accounting, preventive maintenance and theft deterrence.

Projects Undertaken

- ☐ PROJECT 1: Organization: - Ranbaxy Laboratories Ltd. - Fixed Asset Management
- ☐ PROJECT 2: Analysis of Life Insurance Industry-Consumer Perception & Awareness

Academic Qualification

- ❖ MBA: Finance/Marketing from SUS College 2010, Mohali, PTU
- ❖ B. Com from GGSCW-26 Chandigarh, PU
- ❖ 12th from GMSSS-19, Chandigarh, C.B.S.E
- ❖ 10th from Sacred Heart -26, Chandigarh, C.B.S.E
- ❖ 10th Additional Subject Punjabi from P.S.E.B
- ❖ French DELF 2014 - A1 & A2 Level