

YASMEEN.Y

E-Mail: yasmeen.y261988@gmail.com | Phone: +91 9884141983

*Result-driven professional, targeting assignments in **Logistics/Client Servicing** in a **Financial Service** sector of **repute***

Location Preference: Bangalore & Chennai

CORE COMPETENCIES

Logistic Coordination

Backend Operations

Customer Service Delivery

Operation Management

Standard Operations Procedure

Escalation Management

SLA Monitoring

MIS Documentation

PROFILE SUMMARY

- A competent **B.B.A** professional, having **nearly 10 years** of organisational **experience**; currently associated with FundsIndia, Royapettah, Chennai
- Awarded with the **QA Champ Award** in FundsIndia
- **Solutions Driven & Customer Centric Professional**; skilled in providing the earliest possible notification of potential service disruption or degradation and **recommending procedures** to minimize the impact to customer
- Developed business rationale and benefits of any proposed changes within the organization
- Expertise in ensuring **sufficient continued communication** and transparency & contractual visibility to both parties along with continuous evaluation of quality, cost & delivery covering project performance.

ORGANISATIONAL EXPERIENCE

FundsIndia, Whites Road, Royapeeth, Chennai as Sr. Coordinator Logistics (Client Acquisition) Sep'13 -Present

Key Result Areas:

- Leading daily service delivery, continuous development and improvement of provider services in accordance with targets / objectives included in service plans
- Collecting documents and activating the accounts
- Initiating E-Aadhar process for immediate activation
- Managing multiple locations like Bangalore, Chennai, Kolkata, Pune and Hyderabad
- Ensuring that all aspects of service delivery, community engagement and staffing are focussed on quality of outcomes and securing equal and fair treatment and access for all
- Implementing:
 - Standard Operations Procedures of Retentions Pickups, Timely Deliveries, and Customer Service Activities
 - MF, FD, Equity, IFA, execution support and financial advisory
- Executing strategies for market penetration & increasing share of existing products
- Working on platform of Ezoho CRM
- Scheduling pick ups, downloading pick ups from Ezoho CRM and assigning the pick ups and documents; finally collecting them from the customers
- Attending escalations from customers
- Reviewing & interpreting the competition & market information to fine-tune strategies
- Driving operational excellence set as a standard by the clients and adhering to the standard operating procedures

Highlights:

- Awarded with the "QA Champ Award" in Oct'17

- Implemented cost saving measures to increase the productivity of the organization
- Received appreciation from seniors for the commendable performance

PREVIOUS EXPERIENCE

Water Today Pvt. Ltd., Egmore, Chennai as Marketing Coordinator and Secretary

Feb'11 –Sep'13

Role:

- Monitored attendance of the employees, telephonic calls and couriers
- Coordinated with BDMs on a daily basis
- Created basic day plan, DSR reports & call sheets from BDMs
- Followed up for payments for magazines and expo from customers
- Performed payment follow-ups for magazines & expo for customers
- Generated achievement report and magazine master on a monthly basis
- Coordinated for monthly magazine from customers
- Prepared stall bookings and expo master updation report on daily basis
- Collected customer's company's profile & logos
- Dispatched magazine and invoices to customers
- Formulated monthly & weekly review reports

Hewlett Packard India Sales Pvt. Ltd., Chetpet, Chennai as Call Admin

Sep'08 –Aug'10

Role:

- Raised:
 - o Quotations to customers & engineers
 - o Invoices to the customers
- Interacted with the engineers & customers from six regions Bangalore, Chennai, Kolkata, Mumbai, Hyderabad & Delhi
- Followed up with the engineers whether they visited the site or not to rectify customer problem
- Worked in Work Flow Management & Field Resource Management
- Managed customer calls, mails & couriers
- Reported to manager and performed everyday cash & cheque depositing in the bank

**Way of Life Trust, Parpia, International, Kodambakkam
as Secretary and Admin to Chairman & MD**

Dec'07 –Aug'08

Role:

- Performed official letter communication and dispatched it to the concerned authority
- Conducted clients calls and organized weekly & monthly reports to Chairman
- Administered the company & petty cash
- Managed interviews, mails, customer calls & couriers
- Maintained files within the organization

ACADEMIC DETAILS

- Pursuing MBA from Madras University
- BBA from Madras University in 2009

OTHER COURSE

- Completed Diploma in PCP

TRAINING

- Attended motivational training program from M.M Sri Ram

IT SKILLS

- MS Office
- Tally
- Typing

PERSONAL DETAILS

Date of Birth: 02.06.1988

Languages Known: English, Hindi, Urdu & Arabic

Permanent Address: No :3/166A, krishna nagar 3rd cross street palavakkam Chennai - 600041