



# SHALINI V

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## SKILLS

- Customer Service.
- Rapport Building.
- Communication
- Teamwork
- Time Management
- Sales Support
- Resilience.
- Perfection.

## EDUCATION

**2017 - 2019**

Madurai Kamaraj University  
Masters in Business Administration  
Human Resource Management

**2013-2017**

Ultra College of Engineering and  
Technology for Women  
Electronics and Communications  
Engineering

## PERSONAL PROFILE

- Name: Shalini V
- Date of Birth: 10/04/1996
- Age: 26
- Location: Chennai
- Father's Name: Vetri Vel Raj. S
- Languages Known: Tamil, English

## SUMMARY

Obtain a job as a customer representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.

## WORK EXPERIENCE

**04/2023 - 08/2023**

### NXTWAVE Disruptive Technologies

#### Career Guidance Expert

- Converting college students who attended free webinar to the main program through cold calling.
- Make the Students to realize Industry Academia Gap and Opportunities available in 4.0 technologies.
- Explaining about the available programs and their specifications, inviting for demo sessions & Scheduling decision maker call.
- Taking the decision maker call and solving their doubts and objections and collecting Seat reservation amount.
- Continuous follow up with the student and decision maker till paying Down payment, updating CRM

**02/2022 - 06/2022**

### Guvi geek network private limited

#### Payment Coordinator

- Converting pre boot learners to main boot course through calls. Explaining the learners about Payment Methods.
- Monitored overdue accounts using automated information systems.
- Reached out Learners to collect outstanding payments via one-time or negotiated installment methods.
- Recorded information about status of collection efforts.
- Provided information and knowledgeable support for emailed and telephone requests. Coordinating Sessions with learners and Trainers.

**06/2019 - 01/2021**

### ICICI Bank - Chennai

#### Relationship Manager

- Engage with high-value customers of ICICI Bank and offer 360 degree-banking solutions.
- Responsible for managing the entire Banking and Financial needs of the customer as a Single Point of Contact from the Bank.
- Offering solutions that are fair to the Customer and Fair to the Bank.
- Scheduled, arranged, and attended meetings with customers to maintain trusting and long- lasting relationships.
- Completing the given targets and deliver best in class service to our customers.

## ACHIEVEMENTS

- Have won the contest on Premium Credit cards
- I have managed more than 350 privilege accounts and built good relationship with these customers.
- Have done a single Home Loan file worth 1.6 Crore.
- As a payment coordinator, I have collected number of single payments by explaining the advantages and offers

DATE :

PLACE :

SHALINI V