

Amanda Fletcher

Team Leader + Client Servicing + E-Commerce + CRM



My Contact

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📍 Bengaluru, Karnataka

🗣 English, Hindi

Hard Skill

- Customer Relation Management
- E-Commerce
- Team: Development & Happiness
- Store Operations & Inventory Management
- Strategic Planning and execution
- MS-Excel
- CRM Flows

Soft Skill

- Customer service Oriented
- Adaptability
- Patience and Self-control
- Interpersonal and Clear Communication
- Decision making
- Multi-tasking

Education Background

- Ironwood Global Academy, Mumbai
Post Graduate Diploma in Sports Management
Completed in 2019
- Smt. M.M.K. College of Commerce & Economics, Mumbai
Bachelor of Commerce
Completed in 2017
- Smt. M.M.K. College of Commerce & Economics, Mumbai
Pre-University Course
Completed in 2014

About Me

Successful Client Servicing and Retail Associate with Five years of experience addressing customer requests & concerns with a strong Operations & E-commerce Background. Expert at providing relevant information and options to successfully resolve issues. Upbeat and energetic handling difficult situations through resourcefulness and adaptability.

Professional Experience

Indiabulls Consumer Finance Ltd. | Customer Care Collection Officer

October, 2017 – June, 2019

Key responsibilities:

Customer Relationship Management – Assisted over 18K customers, of which nearly 3.5K customers have been successful in securing personal loans to meet various needs

- Part of pilot batch providing personal assistance to customers of the Dhani app (Dhani is a first of its kind personal loan app that disburses instant loans to a customer's bank account) since its launch in Oct 2017

- Top 10 Performer for six months, among a pool of 100 customer service representatives

Regularly assisted Senior Managers in improving the app by suggesting new features that reflect client needs and performing user acceptance testing

Training – 15 new joiners and brought them quickly up-to-speed on the procedures and best practices

Decathlon Sports Limited, Pvt Ltd | CRM Referent | Team Leader

July, 2019 – August, 2021

Key responsibilities: CRM Referent

Coordinated with operations staff to resolve service problems to boost customer satisfaction. Collaborated with peers and other business areas to leverage best practices. Assisted with marketing strategy development to increase public awareness and customer engagement.

Reduced expenses by renegotiating vendor contracts to eliminate waste & boost cost savings

- Introduced clients to available online resources and services to increase convenience.

Monitored metrics and developed actionable insights to improve efficiency and performance.

September, 2021 – November, 2022

- Key responsibilities: Team Leader
- Managed the P&L and Vendor management
- Compiled product and customer data to generate informed profit projections. Recruited, managed & motivated 6 members to the retail team to give every customer positive and memorable experiences.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.

Achievements

2016	First place in NBA Jam India
2014 – 2016	Represented Mumbai University for Basketball Recognition – Successful Project opening in 7 days (COVID Time)
2021	