**YASMEEN TAJ Mobile**: 8296559471

**Email**: yasu.taj.1993@gmail.com

CAREER OBJECTIVES

* To be part of an organization, which uses my skill in its process of growth, changes and challenges while giving me ample opportunity to learn and enrich my competencies, so as to make meaning and substantiation contribution.
* To Deliver Quality Work and thereby attain Higher Position.

IDEALS

* I strongly believe in HUMANITY; Human beings are more important than anything else.

I firmly believe that hard work is the secret of success. I also believe that **"honesty is the best policy"** and love to be a role model for youngsters in all fields of my work.

DESIRE

* To grow to be the corner stone of the company I work for, to be an ideal employee, ideal colleague & ideal leader of the group.
* To keep inventing things, ideas, policies and plans for the betterment of the company, to share good relation with everyone

**Professional Experience:**

**Regenersis India Private Limited from Aug 2016-Present**

**Role:** Service Coordinator

* Managing day to day activities & maintaining daily team MIS.
* Front office desk support (Mobile, laptops services)
* Promoted as Service coordinator Back end for Multi Brand (ASUS ,REALME, MSI , DATA RECOVERY )
* Coordinate with Onsite, CIS engineers and Front-end Executive.
* Excellent management and organization skill.
* Giving information and helping to solve problems.
* Coordinate with customer through mails

**ING VYSYA BANK Bangalore – India from May 2012-Aug 2016**

**Role:** Senior Customer Care Executive for Current Account and Saving Account Team

* Working as a Senior Customer Executive for Current account Customers. Serving the most privileged customers of the bank.
* Handling mail Management, handling queries through Emails and Chat
* Follow up allocated portfolio, Answer inbound and outbound queries.
* Located & notify customers of delinquent accounts by mail, telephone in order to solicit payments.
* Ensure adherence to compliance code of conduct.
* Managing day to day activities & maintaining daily team MIS.

Ensure daily productivity and financial targets are surpassed. Greet client’s guests and employees and make sure they are comfortable

**AEGIS from March 2010-Apri2011**

**Role: Tele Marketing Officer**

* A highly skilled Tele Marketing officer with experience in management. Broad knowledge in administrating customer service representative.
* Good customer relations skills.
* Analytical thinking.
* Good problem solving skills.
* Excellent management and organization skill.
* Handled the tasks of implementing, and reviewing the policies of the organizations.
* Lead a team successfully and achieved the set goals.
* Handled the tasks of managing all incoming calls.
* Monitored and controlled the day to day activities.
* Giving information and helping to solve problems.
* Skillfully handled the queries of the client and has given updates on issues on a regular basis.

**EXTRA ACHIVEMENTS**

* B.com with the 7 year experience in the field of customer service officer & Presently working as deputy manager in Kotak Mahindra bank(ING Vysya Bank)
* Best performer from the last 3 Quarter.
* Awarded from pan India as LION AWARD of the year 2014 – 2015

**Education**

* Bachelor of Commerce (BCom) from Abbas khan college (Bangalore University) in 2012.

**TECHNICAL QUALIFICATION**

* Tutorial on MS Office, Windows Operating System and can work easily on word, excel and power point.
* Diploma in advance accountancy.

**SKILLS/ STRENGHTS**

* Comprehensive problem-solving abilities.
* Flexibility in working methods and schedules.
* Analyzing abilities to find conclusion on facts.
* Confidence, Creative thinking and good communication ability

**Personal details**

Name Yasmeen Taj

Father Name Barkathulla K A

Date of Birth 15th April 1992

Nationality Indian

Marital status Single

Hobbies Listening to music, Creating new mehndi designs.

Language English, Kannada, Urdu and Hindi

**DECLARATION**

I hereby declare that all the details furnished above are true to my knowledge and if I am given an opportunity in your esteemed Organization. I will discharge all my duties to my superior in a sincere way.

**Thanking you, Sincerely,**

**Yasmeen Taj Place:** Bangalore