

# Harshali Yadav

## Relationship Manager

Extremely motivated Relationship Manager who is passionate about serving all customer orders and concerns expeditiously and accurately, with more than three years' experience in all areas of the industry including order taking, maintenance and customer complaints and concerns.

✉ h@gmail.com

📞 86\*\*\*\*\*6

📍 Mumbai, India

## WORK EXPERIENCE

### Relationship Manager

H\*\*\*\*\*

08/2019 - Present

Mumbai, India

#### Achievements/Tasks

- Organize marketing of the office by coordinating client lunches and meetings
- Analyze monthly proficiency reports for all the managers and develop strategies to attain productivity goals
- Oversee a team of client representatives by leading their professional development to mentor other representatives
- Facilitate community outreach campaigns to foster positive relationships between community businesses
- Met customer needs by partnering with specialists for access to latest innovations in that industry
- Develop a territory plan and continually review this plan by collecting and analyzing competitor behavior for optimal customer benefit

### Assistant Relationship Manager

H\*\*\*\*\*

06/2015 - 07/2019

Mumbai, India

#### Achievements/Tasks

- A consistent point of contact for new and existing small business clients for consistent relationship-building processes
- Responsible for educating customers on the variety of products and available options for their needs
- Coached sales team to execute consistent and optimal sales goals
- Met customer needs by partnering with specialists for access to latest innovations in that industry
- Assisted with account issues and questions over the phone and via email correspondence
- Kept a consistent record of customer details of inquiries, comments and complaints
- Responsible for conceptualizing and managing a diverse range of customer retention campaigns and initiatives leading to consistent customer satisfaction

## SKILLS

Leadership

Communication

Financial Management

Financial Statement

Relationship Management

MS Office

Tally

Banking

Client Relationship

Financial Services

Time Management

Negotiation

Crisis Management

Collaboration

Customer Feedback

Risk Management

Account Management

Salesforce

## EDUCATION

### — MBA in Finance

Narsee Monjee College of Commerce and Economics

2013 - 2015

Mumbai, India

### — BBA

Narsee Monjee College of Commerce and Economics

2010 - 2013

Mumbai, India

## LANGUAGES

English

Native or Bilingual Proficiency

Marathi

Professional Working Proficiency

Bengali

Limited Working Proficiency

Hindi

Native or Bilingual Proficiency