

Career Objective

To associate myself with an organization, which encourages me to work on my proficiencies and improve my knowledge levels. I should like to be a part of a team, which works dynamically towards the growth of the organization, and consecutively help in my individual growth.

Work Experience:

1. **Working in Nestaway technology pvt.ltd. as Senior Client Relationship Executive from 11th Sep 2018 till date.**
2. **Worked in Zenify (City synapse Pvt Ltd) as Senior Client Relationship Executive from 13th July 2015 to 10th Sep 2018. (Currently Acquired by Nestaway technology pvt ltd)**

Roles & Responsibilities:

Operations:

Worked in Owner onboarding team (13-07-2015 to 31-05-2017)

Onboarding the owners according to the process and ensure the same is been completed within SLA.

To ensure all the process updates are communicated to the owner on time & taking sign off for the same.

Ensure all the documents are collected and uploaded.

Ensure agreement is signed by the owners on given SLA.

Dealing with all owner queries.

Handling escalation.

Updating and maintaining management related reports in connection to the process.

Internally shifted to Tenant Onboarding team (01-06-2017 to 10-09-2018)

Onboarding the tenants according to the process and ensure the same is been completed within SLA.

Follow up for rent collections .

Ensure quality work is done.

Handling all types of escalations and customer queries.

Updating and maintaining management related reports in connection to the process.

Responsible for income generation towards growth of company.

Worked in Marketing department as POC-2

Listing vacant properties in the website with necessary details.

Preparation of daily and monthly report.

Initiatives

Act as back up in the absence of the Team leader
Interacted process related ideas with clients and appreciated by Management
Provide floor support to new team members
Exhibited bright light ideas for process improvement
Prepared internal reports for the process.
To ensure all the process updates are captured.
Identifying the bottom performers & ensure necessary trainings are provided to improve the skill set of vendors.

Academic Qualifications

B.com: Bangalore University in St.Joseph's Evening college (2012 – 2015)
P.U.C: Karnataka board in Baldwin women's Methodist college (2010-2012)
SSLC: Karnataka Secondary Board in Bons secours girls high school (2010)

Technical Qualifications

Computers : Operating system, Ms office, MS Excel, Basic knowledge

Personal Profile

Date of Birth : 20-Sep-1994
Father's Name : Manivannan. V
Gender : Female
Marital Status : Unmarried
Nationality : Indian
Languages Known : English, Hindi ,Kannada and Tamil.

Personal Hobbies

Listening to music.
Surfing on internet.

Date:

Place:

(RUPINI.M)

