

Swati Mangal

Master of Business Administration

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Career Summary:

- Client-focused relationship manager, dedicated to exceeding client expectations, maintaining strong, fruitful working relationships with customers to gain their trust and respect. Create and support client retention strategies for existing customer base and for new customers.
- Strengthened working relationships with clients, utilizing excellent communication techniques.
- Customer care skills – Solutions oriented and results driven attitude.

Professional Background:**Co-Team Member – Rangrohi**

- Handled business development by identifying and work with new business areas to assign closeout responsibility and pinpoint improvement areas.
- Oversee end-to-end process including client management to marketing and sales.
- Performed comprehensive market research and analysis in response to evolving market conditions.

Customer Relationship Manager – Retention, FURLENCO (July 2016 – June 2017)**Client Management and Operations**

- Knowledge enrichment about the start-up culture, its competitors and about potential new products and services
- Ensuring that all working are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements.
- Chalking out or improve operational systems, processes and best practices that guarantee organizational well-being, plan inventory and ensure warehouse efficiency
- Ensuring smooth customer on boarding and getting the product delivered at the given lead-time.
- Built and enhanced client relationships as well as cultivated retention and growth opportunities.
- Creating customer retention policies and implementing them with success ratio of 75%
- Develop and maintain business relationships with current and prospective customers.
- Smartly handled High end customer escalations and concerns leading to growth in brand identity

Classic Relationship Manager - Assistant Manager, HDFC Bank (Nov 2014- July 2016)**Client acquisition and client management**

- Handled book size of 20 Cr with portfolio of 300+ customers.
- Set up monthly meetings with clients and answered client inquiries in given TAT.
- Enhancement and deepening of the existing relationship by cross-selling and up-selling products and services as per the profile and needs of High net worth customers
- Retention of the customers by providing the best possible services and being the dedicated point of contact for these customers
- Sales across all product segments - Current / Saving accounts, Asset products - Credit cards, Loan products and third party products like Insurance and Mutual Funds.

Key Achievements:

- Performer of the month (August 2015)
- Achieved Financial Result -100% income achievement from the month portfolio taken.

Admin Executive, T. Nagar & Co. (Kanpur) (July 2013 to March 2014)

To manage official day-to-day activities and ensuring availability of daily miscellaneous requirements to provide harmonious work culture to employees.

Previous Internships:

Hindustan Aeronautics Limited, Koraput (Odisha)

Project: Inventory Management

To make an analysis of inventory, identify the item responsible for change in inventory, ascertain the amount of inventory cost, and assess its importance in total asset.

Certifications:

- NISM Mutual funds Distributors certification (2014) Certifications of Associated Persons in Securities Market SEBI 2007
- NISM Depositories operations certification (2014) Certifications of Associated Persons in Securities Market SEBI 2007
- INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY (IRDA 2015)

Academic Qualifications:

Dual Specialization (MBA in Human Resource and Finance) Banasthali Vidyapeeth University, Jaipur, India

Class/Course	College/Institute	Board / University	Year
MBA	Banasthali Vidyapeeth, Jaipur	Banasthali Vidyapeeth University	2013
B.Com	Avadh Girls Degree College, Lucknow	Lucknow University	2011
Class XII	HAL School, Lucknow	CBSE	2008
Class X	HAL School, Lucknow	CBSE	2006

Positions of Responsibility:

- Creative team member, Avadh Girls Degree College
- Basketball player, Avadh Girls Degree College, Lucknow (2008-09)
- Creative team member, Banasthali Vidyapeeth (2011-2013)
- School Representative in UP state parade on republic day in year 2002 and 2003.
- School representative in District level Rotary Club competition (2007).
- College representative in Jaipur National University (Technorazz) 2012.

Extra-Curricular:

- Awarded **1st position** in Flower decoration state level competition at Jaipur National University (2013).
- Awarded **1st position** in state parade on Independence Day at Lucknow (2002&2003)
- Awarded **1st position** in "Treasure hunt and flavor of India", college level competition in E-week 2013.
- Received certification of participation in International youth cultural event-"Changing Tomorrow" 2012.
- Awarded **2nd position** in "Deco hub", college level competition in E-week 2013.

Skills/Hobbies:

- MS Office and using internet for research and communication.
- Excellent verbal, written and interpersonal communication skills, good presentation skills.
- Team player, , responsible, self-driven and self-motivated
- Playing badminton, swimming, reading books, cartoon making, designing and creative craftwork.