***Ms. Yonita Alvares***

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| *601 Meena Apts*  *Off Yari Road*  *Andheri (W)*  *Mumbai - 400058* | [*Yonita.alvares@gmail.com*](mailto:Yonita.alvares@gmail.com) | *Mobile: 9870227597* |

***Educational Qualifications:***

*Board /University Year of Passing Marks Obtained*

*Senior Secondary Board : 1985 1st Class*

*St. Mary’s Convent, Ajmer, Rajasthan*

*Higher Secondary School 1986 2nd Class*

*B.A. – Sophia Girls’ College, Ajmer 1989 2nd Class*

*Ajmer University*

*Degree in Public Relations 1990 Passed*

*Xavier Institute Of Mass Communication, Mumbai*

***Work Experience:***

***Cidade de Goa : Sales Executive***

*July 1990* *Job entailed handling enquiries on phone/walk-in and booking holiday Sept’91 Packages. Meeting Travel Agents to promote the hotel property.*

***Eureka Forbes Ltd*** *:* ***Customer Service Assistant***

*Sept’91-Nov’94 Worked at the Head Office and handled all customer escalation cases*

*that reached the MDs office. Worked as a one point contact for the*

*Service Locations pan India. Highlight all customer service issues to*

*Senior Management. Collate articles, edit and print the quarterly In*

*House Service News Letter called ‘Eurolink.’*

***Nov 1994 to Dec’2014 : Citibank N.A.***

*Citibank N.A. :* ***Citiphone Banking Officer.***

*1994 to 1996 The job entailed handling all customer queries/complaints and processing*

*their financial transaction request received on phone.*

*Citibank N.A. :* ***Moved to a Supervisory role****. Was responsible for a team of 25 new PSEs.*

*1997-1999 The job entailed training the new recruits on the bank’s products and*

*Processes/building up a team spirit/ doing call evaluations and ensuring the*

*Business Total Satisfaction Scores are achieved. Highlight all breaks in*

*Service and Process lapses.*

*Citibank N.A. :* ***Moved to the Nariman Point branch as an Assistant Manager:***

*2000 Worked in various roles as Lobby Manager, Managing the Assets*

*Desk, managing the NRI desk, handling ATM operations at the branch*

*and being the back-up Cash Officer.*

*:* ***Functioned in the role of Service Relationship Manager***

*Managed and serviced a Portfolio with a mix of Current accounts, Savings*

*accounts, Investments and Deposits. The portfolio comprised of 350*

*Citigold relationships and 500 Citiblue relationships.*

*The role entailed being a one point contact for the customers banking and*

*Card queries and complaints.*

*Sales through service: Additionally responsible to deepen each relationship*

*within the portfolio through cross sell of all bank products.*

*Citibank N.A. :* ***Functioned as a Sales Relationship Manager***

*2001 to 2004 The job entailed meeting clients/prospects and building the branch customer*

*base. Was managing a team of 4 Business Development executives.*

*Organized various events eg Wine & Cheese; Art event; Citi Junior event,*

*Movie premiers to tap into the HNI segment at South Mumbai.*

*Citibank N.A. :* ***Functioned as a Citigold Service Manager***

*2005 to 2009 Was responsible for managing the Citigold portfolio of the branch. Worked*

*as a one point contact for all client queries/complaints and execution of*

*their financial transactions. Additionally deepening the relationship through*

*sales through service cross sell.*

*Citibank N.A. :* ***Functioned as an Associate Banker at the NPT branch & Fort branch***

*2010 – 2014 Was responsible for managing the highend Citi Select Premier portfolio of*

*the branch. Managed 250 households along with two CPC Bankers. Was*

*responsible for handling all client interactions received via email/ phone/*

*fax and arranging for their instructions to be collected and executed*

*accurately within the compliance parameter set up by the business.*

*High light processes lapses and close loop them to ensure zero*

*defects.*

***Areas of Expertise***

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| * *Customer Service Management* * *Complaint Handling & Resolution* * *Trainer* | * *Customer Satisfaction Enhancement*   *By creating customer delight* | * *A team builder* |

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***Trainings:*** *Completed numerous courses and seminars in Customer Delight, Sales & Service strategies, Risk and Compliance; Process Control ; Time management and Leadership skills.*

***References****: Will be produced on request*