

POOJA ASHOK

Dubai, U.A.E.

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Professional Summary

Professional having strong cross cultural skills, multi-tasking abilities and accustomed to working well under pressure. A thorough understanding of Business Development & Customer Relationship developed over 10 years of professional work experience.

Key Skills

- Customer Relationship
- Business Development
- Team Management | Leadership
- Problem Solving | Decision Making
- Languages – English, Hindi, Marathi and Arabic (Elementary)

Professional Experience

Customer Service Manager, National Bank of Ras Al Khaimah, Dubai, U.A.E.

November 2018 - present

- Ensured the business is booked as per laid down procedures & guidelines and due diligence is carried out to ensure compliance to money laundering and other regulatory requirements.
- Provided specialist information, guidance and advice to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.
- Prepared customer/ sales plan with direct reports to ensure each relationship is managed according to the customers' needs and potential. Regularly reviewed the customer portfolio to assess future needs to maintain service excellence.
- Developed and implemented effective risk based monitoring programs to ensure operational business delivery complied with regulatory practice and ensured staff is aware of relevant policies and complied with pertinent regulations.

Senior Customer Service Officer, National Bank of Ras Al Khaimah, Dubai, U.A.E.

June 2013 – October 2018

- Carried out all branch tasks, ensuring all activities are completed within timescales and with a huge degree of accuracy whilst providing excellent customer service.
- Achieved set targets in terms of building assets and liabilities of the branch.
- Provided advice, guidance and support to new or less experienced team members.

Customer Service Officer, National Bank of Ras Al Khaimah, Dubai, U.A.E.

June 2012 – May 2013

- Provided tailor-made solutions to organizations and individuals (depending on their situation and choice of financial investments to maximize profitability).
- Consistently achieved more than 150% of the given target and recognized for highest service levels.
- Gained accolades for achievements across products and investments above AED 500,000.

Branch Operations Representative, National Bank of Ras Al Khaimah, Dubai, U.A.E.

December 2010 – May 2012

- Scanned all types of clearing cheques/ in-house cheques within the agreed timescales.
- Processed remittance applications and all transactions as per operating procedures and Central Bank guidelines and ensured due diligence is carried out with respect to money laundering and regulatory requirements.
- Back up for a Teller as and when required and handled all cash and cheque transactions.

Education

Bachelor of Business Administration, 2010

Manipal Academy of Higher Education – Dubai, U.A.E.