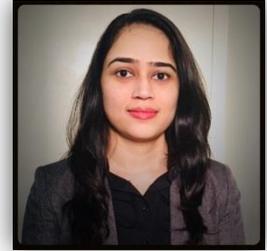


Sargun Sahni

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PERSONAL DETAILS

Nationality: Indian

Date of Birth: 06 June 1988

Marital Status: Single

Visa Status: Father's Sponsorship

Languages: English and Hindi

Driving License Status: Valid U.A.E License

SUMMARY

Accumulated 7 years of experience as a customer service professional in a fast-paced multi-cultural working environment. Adept at handling a wide range of communication channels and documenting customer concerns to ensure service excellence.

Seeking a suitable position in an organization where I can use my exceptional communication and interpersonal skills and foster a positive relationship between the customer and the organization.

JOB EXPERIENCE

CRM Supervisor – GBC Catering Services LLC

1 August 2019 – 31 May 2020

- Handling and managing the CRM software.
- Deciding on a final CRM structure that will work seamlessly across the business and capture crucial information for easy access during sales process.
- Making sure the customer database is correctly segmented for targeted marketing activities.
- Preparing and sending quotations to customers based on client requirement.
- Collaborating with other departments, ensuring the CRM strategy works well for every aspect of the business.
- Managing client expectation to ensure business continuity.
- Act as a point of contact for escalations.
- Ensuring all the customer documents are updated like Credit of Application, Trade License, TRN, Passport copy and Emirates Id.
- Create templates and send email to clients about new deals/festive products and services.
- Invoicing and tracking payments of particular accounts.

Service Ambassador – Rakbank

21 February 2016 – 28 February 2019

- SA front desk officer handling important customer deliverables like debit/credit card/cheque books/cheque returns etc.
- Providing service to customers with the process and procedures of the bank.
- To generate reports and performing tasks as instructed by the line manager.
- Ensure customer is intimated via SMS to collect their deliverable items.
- Conduct daily/weekly reconciliation of all the security items held along with the CSM.
- Ensure to promptly respond to the emails/communications from Customer Service Manager/departments on queries raised.
- Guide customers either to a service desk or waiting area.
- Understand customer requirements and cross sell other products.

- Educate customers about Digital Banking for individual and business account holders.
- Support and assist other team member for the smooth operation in the branch.

Meeter Greeter – Rakbank

1 July 2013 – 20 February 2016

- Meet and greet walk in customers.
- Give customers a brief of the product and service information.
- To support the branch sales by cross selling additional products.
- Resolving customer queries and ensuring customer satisfaction at all times.
- To ensure that no expired brochures are on the desks of any staff in the branch.
- Assist and guide customers to respective officers to enhance their service experience with the bank.
- Educate customers about banks alternate channels, viz EDM's / ATM's and Cheque Drop Box.
- Managing the queue at the Teller area.
- Handover Customer Feedback forms to customers.

Pre-School Teacher – Dewdrops Nursery

1 July 2012 – 30 June 2013

- Provide a variety of materials and resources for children to explore, manipulate and use both in learning activities and in imaginative play.
- Teach basic skills such as color, shape, number and letter recognition, personal hygiene, and social skills.
- Organize and lead activities designed to promote physical, mental and social development, such as games, art and craft, music, dance and storytelling.
- Observe and evaluate children's performance, behavior, social development, and physical health.
- Adapt teaching methods and instructional materials to meet students' varying needs and interests.
- Plan and conduct activities for a balanced program of instruction, demonstration, and work time that provides students with opportunities to observe, question, and investigate.
- Collaborate with other teachers and administrators in the development, evaluation, and revision of preschool programs.
- Prepare reports on students and activities as required by administration.
- Meet with parents and guardians to discuss their children's progress and needs, determine their priorities for their children, and suggest ways that they can promote learning and development.

Marketing Intern – DULSCO

8 August 2011 – 8 Nov 2011

- Administering and maintaining databases of prospects and customers.
- Prepare presentations.
- Participate in projects and act where necessary.
- Assisting in basic reporting & data entry.
- Assist with coordinating special events.
- Develop a strong understanding of company's products and services.
- Perform some client interaction and follow-up.
- Providing general support and assistance to the senior members of the marketing team.

Promotion – GITEX Shopper

16 – 23 October 2010

- Assist customers to select merchandise based on their preferences and needs.
- Explain features of a product and different elements of various models.
- Provide information about warranties.
- Provide suggestions to the store manager about merchandise display in order to promote sales.
- Responsible for daily routine check-up of all goods in the store.

SKILLS

- Effective communication, Problem – solving, Time management, Flexibility, Decision-making, Teamwork, Self-motivated, Patience, Adaptability
- Conversant Zoho CRM Software
- Banking Software – Finacle core banking
- Conversant in MS Office and internet.
- Ability to learn new systems with minimum guidance.

EDUCATION

- Bachelor's Degree in Business Administration with major in International Business **2009**
Completed BSc in International Business degree programme at the Dubai Campus of the Madonna University, Livonia, Michigan, U.S.A with High Honors and a GPA of 3.8
- Advanced Diploma in Business Administration (ADBA), London International College. **2008**
Passed most of the subjects in A grades.

ACHIVEMENTS

- Dean's list 2008 and 2009.
- Received Higher Honors in BSc degree, in the year 2009.