



**Rachana Nair**  
Operations / Customer Service

Email: rachananair2003@gmail.com

Contact: +971 52 568 9623

**Professional Overview:** Operation / Customer Service  
Current Organization – EKAR- Hourly car rental LLC, Dubai.

Overall 14 years of experience with M/S Wipro Mumbai, 3 Global Services, JP Morgan India Pvt Ltd and EKAR- hourly car rental LLC, in building and maintaining relationships with clients and key personnel, with customers and corporate companies.

Excellent personal motivation with ability to build and work collaboratively in a strong team concept environment and independently. Proven success in initiating, promoting and maintaining strong interpersonal relations. Able to deal courteously, professionally and tactfully with clients in various circumstances.

**Overall Experience Summary –**

- Specialize in customer service, multitasking and meeting deadlines.
- Provide customer support and ensure all their needs are met. Responsible for Mentoring, training and development of the customer service staff following comprehensive corporate guidelines.
- Obtain leads and develop new business opportunities to reach sales targets.
- Track record of exceeding the sales target month on month and customer retention.
- Attract potential customers by answering product and service questions, suggesting information about other products and services.
- Ensuring all required correspondence and documentations are provided to the client accurately and in a timely manner.
- Focused, versatile, dependable, multi-task oriented, flexible, positive, patient, able to adapt effectively to challenging and emergency situations.
- Well-developed skills in prioritizing, organizing, decision-making, time management and verbal/written communication skills.
- Strong interpersonal skills resulting in exceptional rapport with people.

**Professional Skills**



**Professional Competencies**



## **Work Experience –**

### **EKAR Hourly car rental LLC, Dubai.**

#### **Customer Service Advisor- December 2018- Till Date**

- Core job is to provide excellent customer service experience.
- To deal with different customer service needs relating to making reservations for long term and short term bookings.
- Taking care of the invoicing
- Identifying process gaps and finding adequate resolutions.

### **JP Morgan India Pvt Ltd. (Mumbai)**

#### **Financial Service Advisor (Sr. Specialist I) - February 2010 – December 2018**

Started with the unconfirmed bankruptcy team

- Provided assistance to card-members via inbound and outbound calls to the attorneys.
- Offering payment options to the card members and attorneys.
- Responding to customers inquiries within a given time frame and meeting Service Levels.
- Subject Matter Expert (SME Support) for new teams.
- Identifying process gaps and finding adequate resolutions.
- Active participation in process improvement.

Worked with the Estates processing team

- Handling multiple control reports effectively.
- Updating customer records with deceased notification.
- Report the same to the other lines of businesses.

### **Hutchison 3 Global Services India Pvt Ltd –UK**

#### **Customer Care and Sales Associate. – December 2005 – February 2010**

Started as a retention and sales representative

- Core job was to make outbound calls to the card-members for retention purposes.
- Achieving monthly sales and quality targets.
- Company branding and promotion done promisingly.

Then moved to the audit team

- In the audits department the core job was to check every transaction made between the company and customers, with complete attention to detail.
- Completing the audit reports by the set deadlines.
- Making necessary changes to the process to reduces the error rate in the company transactions.
- Verifying the monthly business impact to the organization and providing necessary guidelines for the same.

### **M/s/. Wipro - Mumbai**

#### **Customer Service Associate- October 2004 – December 2005**

Worked with Delta Airlines Process

- Handling all general queries of the passengers effectively.
- Passenger reservation done and provided flight details accurately.
- Excelling in customer service.
- Cancellation, reissue and taking care of all in-flight arrangements.

## **Educational Qualifications –**

### **Bachelor of Management**

**Studies:** Mumbai University  
in 2004

**Major:** Marketing

**HSC:** Maharashtra State Board of  
Education in 2001

**SSC:** Maharashtra State Board of  
Education in 1999

**Additional Qualification:** Diploma in  
computer science

---

## **Personal Details –**

---

Name: Rachana Nair

Father's Name: Ramesh Deshpande

Date of Birth: 20 March 1983

Nationality: Indian

Marital Status: Married

Passport No: N5904982

Languages Known: English, Hindi,  
Marathi, Kannada and Gujarati

I hereby declare that the above  
furnished information is true to the best  
of my knowledge and belief.

**Thanking you,  
Yours Faithfully**

**(Rachana Nair)**