



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)