

Eshan Mohotty

Top Notch Customer Service and Operations Specialist

Highly numerate and meticulous professional interested in applying analytical and client management skills in a banking setting. Acquainted with banking goods and services. Recognized for precision, dedication, and the capacity to manage numerous activities concurrently. Strong interpersonal communication skills; the ability to interact courteously with persons from varied professional and cultural backgrounds.



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05 July, 1992

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CAREER EXPERTISE

Savings, Loan, Fixed Deposit Accounts Care and Staff Assistant

Merchant Bank of Sri Lanka & Finance PLC

Sri Lanka's premier trade finance and investment banking provider has a long financial history and a position as the country's first expert in trade financing.

Achievements/Tasks

- Refer customers to the appropriate bank professionals to fulfil their financial requirements
- Inform consumers of the application procedures for services, including ATM cards, direct deposit of checks, and certificates of deposit
- Customers are interviewed to collect the necessary information for opening accounts and renting safe-deposit boxes.
- Respond to consumers' inquiries and describe available services, including deposit accounts, bonds, and securities
- Accept consumer and business deposits, loan payments, and check and account-related withdrawals
- Following Bank processes and regulations, including periodic batching of cashed checks, balance the cash drawer
- Conduct all internal and external remittance transactions by company policy and procedures

Customer Care Associate Bellvantage Pvt (Ltd)

With a 90% market share in Outbound and Inbound contact centre outsourcing, this outsourcing company offers high-performance business solutions and expert services. In addition, it provides hosting for contact centres, data processing, software development, software quality testing, and IT consulting services.

Achievements/Tasks

- Trained and managed new hires for the department; presented higher management with weekly status updates via meetings and written reports
- Identify root causes of customer problems and/or dissatisfaction by performing technical troubleshooting and gathering information from customers
- Determine appropriate courses of action to ensure a win-win outcome and track contacts to document the interaction
- Deliver accurate product information and serve as a competent customer resource
- Exceed monthly performance objectives for call quality, attendance, timeliness, adherence, and call process duration
- Maintain precision and accuracy while working under tight deadlines in a fast-paced environment (99% accuracy rate)
- Designed, assessed, and implemented multiple processes that saved the organisation thousands of dollars and countless hours of labour



CAREER SNAPSHOT

Savings, Loan, Fixed Deposit Accounts care and Staff Assistant | Merchant Bank of Sri Lanka & Finance PLC | [2019 - 2021]

Customer Care Associate | Bellvantage Pvt (Ltd) | [2013]



CORE SKILLS

Active Listening

Adaptability

Attentiveness

Dependability

Empathy

Conflict Resolution

Persuasion

Decision-Making

Open-Mindedness

Timeliness

Emotional Intelligence

Creativity and Resourcefulness



QUALIFICATIONS

BSC Information Technology
Staffordshire University, United Kingdom

Diploma in English
Oxford College of Business



REFERENCES

Available Upon Request.