

# MONIKA BHATIA

## Curriculum Vitae



SR. CUSTOMER SERVICE OFFICER | SR. SALES SUPPORT OFFICER

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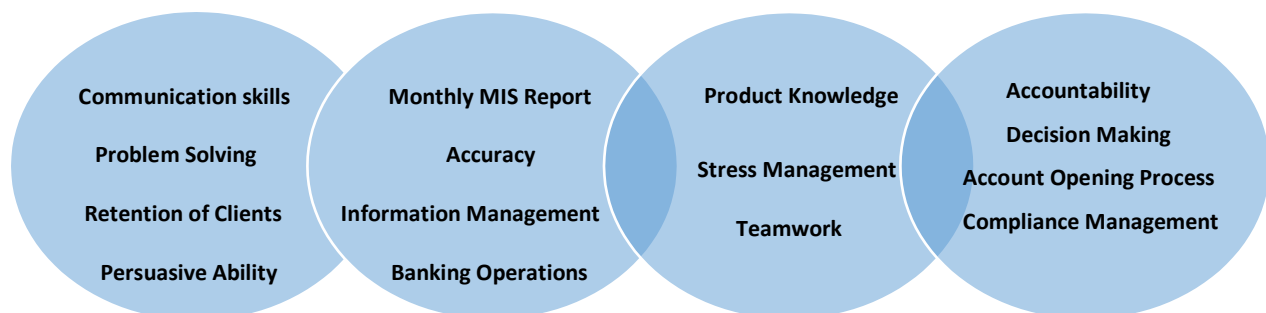


## Sr. Sales Support Officer | Sr. Customer Service Officer

### PROFILE SUMMARY

- An accomplished and commercially intuitive professional with Middle East experience of 5 years in Customer Service, Sales Support, & Operations role.
- Skilled in managing, retaining and building long term mutually benefitted relationship between the client and company.
- Possesses ability in handling operations functions with good knowledge of banking policies, procedures and customer service functions.
- Experience in Audit and Compliance with Operations Regulations in Banking sector.
- Skilled in increasing customer satisfaction levels and business performance by handling and analyzing complaints and designing Customer Service strategies.
- Skilled in management of High worth client data.
- Experience in working with internal Departments to ensure client needs are understood, satisfied and receives the service in timely manner.
- Skilled in dealing with Multicultural clientele and being proactive and timely support to critical situations.
- Exceptionally well-organized with a track record that demonstrates self-motivation, creativity, determination, commitment, and initiative to keep learning and hence achieve both personal and organizational goals.

### CORE COMPETENCIES



### PROFESSIONAL EXPERIENCE

**Edenred UAE | September 2018 – October 2021**

**Sr. Sales Support Officer/Sr. Customer Service Officer**

- Responsible for maintaining meaningful relationships with Existing and new Customers and create a sense of customer satisfaction by providing accurate and timely information.
- Responding quickly and efficiently to all in-coming sales enquiries, by telephone and email.
- Managing the team by involving in handling of sales and administrative reports and confidential documents and agreements.
- Preparing Agreements for Corporates to enroll for WPS Service, scrutinizing company documents and follow up on the end-to-end process in order to execute service.
- Briefing the client on Account opening procedures & documentations.
- Handling Escalations and Price Negotiations.
- Work with internal departments to ensure the client needs are understood, satisfied and receive the services in a timely manner.
- Perform data analysis for generating reports on periodic basis

- Uncap addition products and solution that generates additional revenue.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

#### **National Bank of Fujairah, Dubai, U.A.E | August 2014 – December 2016**

##### **Assistant Account Services in Central Operations**

- Handling customer queries/requirements on accounts services and Internet Banking.
- Responsible for opening Accounts of Retails and Corporate using CRM tools and set procedures.
- Preparing Reports (MIS)for daily Basis & Registering corporate/commercial clients for NBF Direct (Internet Banking)
- Ensure that customers have delivered the identity and legal company documents confirming that the company or institution legally listed and has the right to enter into contracts and bank obligations.
- Ensure that the person who represents the company has the required legal authority from the partners to engage in banking transactions and credit. In case of additional support/ collateral being required the documentation supervisor to draw up reports and request the RM to source the required documentation for further processing.
- Provide proactive service to ensure the satisfaction of customer by providing them CIF, Account details, processing transfer request, follow up on cheque clearing and delivering the ATM Debit/Credit cards.
- In case of any Observations and/or deficiencies, the RM should be officially notified to clear out the issue.
- Handling basic Debit/Credit Cards issues.
- Actively supporting Operational Development and Global Change Management teams to help and deliver solutions and requirements of client

#### **SALIK (RTA), Dubai, U.A.E | May 2008 – December 2008**

##### **Call Center Agent**

- Handling administration, customer inquiries and complaints.
- Handling customer calls, queries and resolution.
- Preparing various reports (software-based MIS) for daily and monthly basis.
- Feeding Monthly Data's & Records
- Periodic review of set procedures/instructions manual and ensure efficient and quick turnaround time for query resolution

#### **ACADEMIC DETAILS**

- **Master's in journalism & Mass Communications** | IIS University, Jaipur, India | 2013.
- **Bachelor's in Computer Applications** | MDS University, Ajmer, India | 2011.

#### **TECHNICAL SKILLS**

- Microsoft Office (Word, Excel, and PowerPoint), CRM Tool, Freshdesk (Customer Service)

#### **PERSONAL INFORMATION**

Date of Birth: 16<sup>th</sup> April 1989

Driving License: UAE and India.

Nationality: Indian.

Languages: English, Hindi

Visa Status: Spouse Sponsorship