Client Service Executive

Né(e) en 1986 · Plus de 10 ans d'expérience · Réf. 2602181355

Ma recherche

Contrat recherché : Tout contrat
Zone : Toute la France
Mobilité : sur toute la france
Rémunération : A étudier
Secteur : Bâtiment

Formations

2011-12-31 — Bac +5 — Sikkim Manipal University
MBA - Specialization HR

Expériences professionnelles

2017-01-01 - 2017-07-31 — Client Service Quality Assurance & Training Executive
Devising and regulating a company’s quality procedures, standards and specifications; defining and maintaining quality procedures to reduce complaints; monitoring performance and producing statistical reports.
2014-06-01 - 2015-12-31 — Sales Support and Administration Support Executive
Build and maintain relationships with advisors; provide comprehensive administration service; manage queries and escalations efficiently.
2011-05-01 - 2013-10-31 — Lead Qualifier & Client Service Executive
Assist on Inbound/Outbound calls; work closely with agents to increase close ratio and new customers; ensure accurate use of internal systems.
2008-03-01 - 2010-12-31 — Marketing Executive/Client Account Executive
Manage portfolio of individual clients; coordinate renewal strategies; handle client queries and liaise with departments.
2005-10-01 - 2008-02-29 — Retention Officer then Sr. Retention Officer
Handling inbound and outbound customer calls to retain customers; managing complaints; achieving sales targets.
2005-04-01 - 2005-10-31 — Client Service Executive
Booking holiday plans online for clients including hotels and air tickets.
2004-01-12 - 2005-02-28 — Third Party Collection Executive
Recover outstanding debts for clients; negotiating payment plans; achieving recovery goals.
2003-07-16 - 2004-06-30 — Customer Relation Executive
Handling inbound and outbound customer calls; promoting products/services; lead generation.

Langues

Anglais (Courant), Hindi (Langue maternelle)

Atouts

Client services, Sales & Negotiation, Data analysis, Customer support, CRM systems, Negotiation and communication, Administration service

Fiche anonyme — l'identité et les coordonnées du candidat sont communiquées aux recruteurs qui en font la demande sur pmebtp.com.