

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 : Batiment

Formations

12/2011 — Bac +5 — Sikkim Manipal University

MBA - Specialization HR

Expériences professionnelles

01/2017 - 07/2017 — 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.

06/2014 - 12/2015 — Sales Support and Administration Support Executive

Build and maintain relationships with advisors; provide comprehensive administration service; manage queries and escalations efficiently.

05/2011 - 10/2013 — 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.

03/2008 - 12/2010 — Marketing Executive/Client Account Executive

Manage portfolio of individual clients; coordinate renewal strategies; handle client queries and liaise with departments.

10/2005 - 02/2008 — Retention Officer then Sr. Retention Officer

Handling inbound and outbound customer calls to retain customers; managing complaints; achieving sales targets.

04/2005 - 10/2005 — Client Service Executive

Booking holiday plans online for clients including hotels and air tickets.

01/2004 - 02/2005 — Third Party Collection Executive

Recover outstanding debts for clients; negotiating payment plans; achieving recovery goals.

07/2003 - 06/2004 — Customer Relation Executive

Handling inbound and outbound customer calls; promoting products/services; lead generation.

Langues

English (courant), Hindi (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.