

AJAY MEENA

14st Al, Karama Dubai, UAE | +971-586174539, | Meena.ajay95@yahoo.com

Professional Summary

Expert Customer service and operations, administration bringing 5 years of expertise in customer service and operations. Effectively manages assignments and team members. Dedicated to self-development to provide expectation-exceeding service.

Experience

Sales officer Finmall Fintech <ul style="list-style-type: none">• Sourcing of Business Accounts, Corporate Accounts• Merchant Acquiring (B2B), Managing Merchant acquisition and Relationship management.• Generate business and achieve the Monthly Target• Marchant onboarding for Digital payment platform.• Payment wallet demonstration• Market Research to fill the gap between company and customer need.• Customer service after the sale to make a healthy relationship with customers to build further pipelines.• Worked with sales teams to determine best strategies to increase customer interest and purchases.	10/2023 to 01/2024 Dubai, UAE
Sales Executive Derby Group of companies For Rak Bank <ul style="list-style-type: none">• Generate Lead from Cold calling and references• Credit card and personal loan sales• Customised quotes to accommodate consumer needs.• Contact current and potential clients to promote, upsell and cross-sell products and services.• Managed customer relationships through consultative sales techniques to attain individual sales goals.• Achieve monthly and quarterly targets.• Contacted customers to set-up appointments, monitor satisfaction levels and upsell additional offerings.	03/2022 to 05/2023 DUBAI, UAE
Admin & Operations India First Life Insurance Company Ltd <ul style="list-style-type: none">• Developed and implemented strategic growth plans, enhancing business performance, process and profitability.• Monitored and analysed operational processes and performance, innovating strategy for ongoing company growth.• Maximised customer satisfaction by resolving service issues promptly.• Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.• Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.• Assisted customers with product-related questions, feedback and complaints.• Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.• Monitored customer surveys and feedback to develop corrective actions for service-related issues.• Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.• Collaborated closely with other managers to smoothen and improve office operations.• Managed client communications by answering phones and corresponding through email.• Operated and maintained various office machinery such as printers, fax machines and photocopiers to keep office running smoothly.• Monitored and controlled office inventory, ensuring adequate supply levels, timely product ordering and efficient management of company resources.• Oversaw day-to-day office operations such as organising correspondence, managing incoming calls and creating business records.	07/2021 to 03/2022 Ahmedabad , India
Customer service and coordinator Canara HSBC OBC Life Insurance Com Ltd, (Canara Bank) <ul style="list-style-type: none">• Assisted sales team with queries.• Handle walk-in customers and queries.	12/2019 to 06/2021 Ahmedabad, India

- Answered mailed, emailed, telephoned and in-person requests for service and information.
- Successfully managed and coordinated team of 15+ employees.
- Managed operations and communicated timely updates to coordinate administrative activities.
- Collaborated with clients, finance teams and other team members on allocating resources to achieve project needs.
- Assessed feedback from customers to gauge satisfaction and project success.
- Helped interview, train and onboard staff members to build team of high performing individuals to boost productivity.

Central process associate

07/2017 to 12/2019

Hdfc life Insurance company

Gandhidham, India

- Customer service and operations.
- New busines login process, data entry.
- Maintain good relation with customer and upsell to walk-in customers.
- Achieved targets by handling queries promptly and sharing comprehensive product knowledge.
- Managed CRM data to create useful and accurate databases driving growth and excellent service levels.
- Resolved customer concerns and boosted retention by offering thorough problem solving and active listening.

Customer Support Agent (Technical & Non-Technical)

02/2015 to 05/2017

TTec India

Ahmedabad , India

- Acknowledging customer issues and walking through the troubleshooting process.
- Open-ended and close-ended probing for resolution.
- Respond to customer inquiries through various channels, including phone, email, and chat.
- Address customer questions, concerns, and complaints promptly and professionally.
- Provide assistance with order inquiries, returns, and exchanges, ensuring a positive customer experience.
- Collaborate with other departments to resolve customer issues and escalate complex cases when necessary.
- Process orders, returns, and refunds using the eCommerce platform accurately and efficiently.
- Monitor customer accounts for fraudulent activity and take appropriate actions to mitigate risks.
- Managing major factors like AHT, FRT, ART, rapport building and empathetic speech in order to gain maximum NPS.
- Effectively managing ERMS and ACW as part of KPIs to increase the business productivity and take maximum customer engagements.

Core Qualifications

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| • Customer services | • Problem solving |
| • Customer Acquisition | • Patience |
| • Network Building | • Adaptability, Resourcefulness |
| • Sales | • Active Listening |
| • Relationship Management | • Active Reading |
| • Multi-channel communication | • Probing |
| • CRM | • Customer satisfaction |
| • Proactive | • Rapport building |

Education

BBA 2015

SIKKIM MANIPAL UNIVERSITY

Higher Secondary

09




Diploma: Digital marketing

2022

Udemy

Udemy

Languages

English:  Advanced	C1	Hindi:  Proficient	C2
Gujarati:  Proficient	C2		