



Madhushree Kotian

Gregarious individual seeking challenging role with ambitious team. Offers exceptional relationship building and prospecting skills. Data-driven and systems savvy.

EDUCATION

2019 - Master of Commerce (Insurance and Banking)- Mangalore University - Mangalore

2017 - Bachelor of Commerce (Accounts & Finance)- Mangalore University - Mangalore University

EXPERIENCE

CUSTOMER SERVICE EXECUTIVE (AUGUST-2020 TO FEBRUARY 2023)

HDFC Financial Services - Bangalore, India

- Addressed customer service enquiries quickly and accurately.
- Handle transactions for customers, including check, cashing, deposits, withdrawals, transfers, Loan payments, cashier's check, and opening and closing of accounts
- Sell bank products to retail customers their services include selling CASA Bancassurance and credit card.
- Responsible for identifying and pursuing new business opportunities, building and maintaining relationships with clients. Interact with potential and existing customers through emails, telephone calls.
- Analyzing customer needs and devising strategies to increase product uptake

Customer Relationship Executive (Sep-2019 to March 2020)

Ujjivan Small Finance Bank - Bangalore, India

- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.
- Readied loan and mortgage agreements through timely implementation, gaining positive client feedback.
- Provided exceptional service and support, going extra mile to retain customers.
- Assisted sales team with cold calling and following up on leads.
- Serviced number of customers daily through face-to-face interactions and over the phone.
- Contacted existing customers and informed them of new product offerings.
- Need to meet the existing client and explain them about the products and their application features and need to sell their products

📍 Al Qusais Dubai,

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CONTACT

SKILLS

- Sales and market development
- Client communication
- Lead development
- Sales trend analysis
- Finance & Accounting

LANGUAGES

English, Kannada, Hindi:

CERTIFICATIONS

- Intern Ship in Saraswatha Co-Operative Bank.
- Diploma in Tally/ Excel certified

PERSONAL INFORMATION

- Gender : Female
- Nationality : Indian
- Marital Status : Married
- Visa : Spouse Visa
- Availability : Immediate