



# VARSHA MOHAN NAIR

## Details

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## Education

Bachelor of Computer Applications  
Bharathiar University  
06/2018–04/2021

## Professional Skills

- Documentation Management
- CDD/EDD/ Customer Service
- Data Privacy
- Quality Assurance
- KYC/Document Verifications
- Training & Development
- Strategic Initiatives
- Goal Achievement
- Competitive Analysis
- Decision Support

## Technical Skills

- MS Office
- C, C++
- SQL

## Profile

A results-driven professional with 1.5 year's experience in customer service and business development acquisition and 9 months of experience in IT technical support. I bring a unique blend of customer – focused approach and technical expertise to drive business growth and client satisfaction. My track record showcases a strong ability to solve customer issues, deliver exceptional customer service and contribute to the development of successful business strategies.

## Experience

### BUSINESS ACQUISITION OFFICER

#### FIRST ABU DHABI BANK

01/2024 – 07/2024

- Identify, profile, and source quality asset customers for the bank to expand the customer base.
- Perform FSK/NORKOM/World check name screening to control and avoid on boarding of suspicious customers.
- Make outbound calls to promote product features and benefits, schedule appointments for document collection, and address inquiries to ensure understanding.
- Ensure timely completion of applications within the Turnaround Time (TAT), following up with customers as needed.
- Maintain Document Submission Ratio (DSR), ensuring documentation completion within schedule.
- Update CRM systems regularly and efficiently manage administrative tasks.
- Hands on experience in using applications like IBM BPM, DMS -D2, FINNONE
- Adhere to the bank's standard operating procedures and policies to maintain regulatory compliance.
- Build and maintain strong, loyal customer relationships through consistent and timely service.
- Complete E-learning courses as per the bank's criteria to stay updated on processes and policies.
- Stay vigilant for fraudulent activities during customer on boarding to prevent financial losses.
- Maintain good communication and interpersonal skills to foster success within the company and build strong relationships with customers
- Demonstrate proficiency in using the company's software and computer systems for sales and customer management.
- Organize leads and track them through the sales process, ensuring follow-up

### BUSINESS ACQUISITION OFFICER

#### FINTREK MARKETING – EMIRATES ISLAMIC BANK

02/2023 - 11/2023

- Created potential clients list and connected proactively with the clients through outbound calls and build up relationship with them
- Called the clients and explained about the features and benefits of products also fixed appointments to collect documents and process the application.
- Acquired new-to-bank relationship with the customers and promoted the bank products
- Follow up with customers, answered the questions and ensured that they understand the specific features and benefits before moving forward with the process.

## Languages

- Malayalam
- English
- Hindi
- Tamil

## Personal Details

**Date of Birth :** 17/05/ 1999

**Nationality :** Indian

**Passport No :** T5001464

**Visa Status :** Employment Visa

- Assessed the client's eligibility by following certain checklist such as Al Etihad Credit Bureau report & demonstrate outstanding level of understanding the product for better sales achievement
- Ensured to meet customer needs and exceeded by maintaining and developing seamless client relationship
- Utilize a consultative approach to present the value of products and services with the purpose of retaining core products and customers and selling products and services to existing customers
- Made high volume of calls to pitch the right products and cross-sell in a way that satisfies high quality, productivity, and other performance requirements in accordance with customer expectations
- Saved customers from disconnecting or downgrading service present benefits of the products and services on all calls including different types of credit cards as per their demand and other types of inquiries.

## CUSTOMER SERVICE EXECUTIVE

### TATA CONSULTANCY SERVICES

12/2021 – 09/2022

- Worked as an IT System Administrator for the project Walgreens Boots Alliance (WBA) which is a UK based project
- Handled POS machine payment error situations, such as alert Interruption, payment errors.
- Maintained three different types of establishments pharmacy, optician, and retail establishments over thousand stores.
- Handled significant number of calls regarding hardware, software and network issues will be received everyday
- Handled a sizable volume of calls every day pertaining to hardware, software, and network issues.
- Hardware: handled a variety of printers, scanners, iPads, card readers, till machines, and point-of-sale machines.
- Software: various applications, such as Columbus, Boots live, OPS
- Timely reporting the issues of network and phone lines to British telecoms
- Establish relationships with the customers
- Keep a high-level knowledge about the existing products and services
- Possess familiarity with the BMC Helix ticketing system.
- Adhered to KPIs for a successful conclusion
- Have proficiency in SCCM and Active Directory
- Anticipate the needs of clients and address them accordingly



## Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

**VARSHA MOHAN NAIR**