

Shivaji Kale

Relationship Manager



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☎ 971545282997

📍 Abu Hail ,Dubai

🚩 Indian

👤 Single

PROFILE

A experienced sales representative with a proven track record of success in developing new business and increasing sales. I have a strong background in customer service, and I am highly skilled in building relationships with clients and developing tailored solutions to meet their needs.

LANGUAGES

English, Hindi, Marathi

EDUCATION

Batchelor of Arts, Sant Gadge
Baba Amravati University,
Amravati

March 2016 – April 2019

SKILLS

Skills

- 1.Adaptability
- 2.Positive Language
- 3.Communication Skills
- 4.Effective Listening
- 5.Relationship building and networking.
- 6.Effective communication and negotiation.

PROFESSIONAL EXPERIENCE

Hadaf Al khaleej Commercial Services LLC, Sales Officer

January 2024 – present | Dubai, UAE

- 1.Promote and sell credit card products to prospective customers through various channels
- 2.Build and maintain strong customer relationships to ensure customer satisfaction and retention.
- 3.Identify and pursue new business opportunities to achieve sales targets and expand customer base.
- 4.Provide accurate information to customers on credit card features, benefits, and terms.

Federal Bank Of India, Relationship Manager

June 2022 – November 2023 | Pune, India

- To provide excellent customer service at branch customer
- To attend customers for all business transactions at the counter.
- Attending customers for Making Transaction, cheque,Cash deposits and Withdrawal
- Acquire new retail clients through developing professional relationships based on trust and credibility.
- Advise retail clients on their personal financial needs and objectives by analysing their financial needs and objectives,
- Perform acceptance checks and on-boarding of retail clients in accordance with established policies and procedures.
- Perform ongoing servicing of retail client accounts and identify any potential opportunities for extending basic banking services

BVG India Limited, Emergency Response Officer

November 2020 – January 2022 | Pune

ERO is call taking person who answers the calls made on emergency no. (108), collects information regarding event/victims/event location and send emergency services (medical/police/fire) to the event location according to the need of the situation.

Responsibilities:

- 1.Handle incoming calls on 108
- 2.Ensuring excellent customer service.
- 3.Giving appropriate resolution to the caller query / request & Complaints (QRC)
- 4.Dispatching ambulance / Police & Fire to the event location as required
Maintain all information in system as required
- 5.Report TL / Managers for performances
- 6.Perform operational work as assigned