



MAITHILI SANTOSH RUMDE

To be potential resource to the organization where I can utilize all my skills, talent and knowledge which would help the organization in the best possible way. It will be my never ending dedication to maintain the spectrum of integrity, honesty and character. To seek and maintain fulltime position that offers professional challenges utilizing interpersonal skills, excellent time management and provide best service.

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maithilirumde9692@gmail.com

SKILLS

- Customer Response
- Customer management procedures knowledge
- Excellent problem-solving abilities
- Flexible, Innovative, Goal Oriented, Hard Worker, Good Verbal and Writing Skills.

EDUCATION

MUMBAI UNIVERSITY

MUMBAI, INDIA

2017 - 2019

M.Com: Management

S.I.W.S

MUMBAI, INDIA

2014 - 2017

Bachelors Degree : Banking and Insurance

S.I.W.S

MUMBAI, INDIA

2013 - 2014

HSC

LOKMANYA TILAK ENGLISH HIGH SCHOOL

MUMBAI, INDIA

2011 - 2012

SSC

WORK HISTORY

RELATIONSHIP OFFICER

ISAAC FINANCING AND BROKER CO.
LLC | DUBAI , UAE

FEB 2024 - JULY 2024

- Initiate Outbound Sales Calls
- Processing Credit Card Application
- Maintain Sound relation with existing and New Customers.
- Identifying and acquiring new clients through various prospective methods.
- Regular Follow up's with the Customers
- Assist customers with accurate service.
- Develop and maintain long term relationship with clients, acting as a trusted advisor and ensure customer satisfaction.

CUSTOMER CARE OFFICER

HDFC BANK LTD | MUMBAI, INDIA

MAY 2023 - NOV 2023

- Formed positive and trustworthy relationships with customer with an accurate service
- Retaining Customer with better services
- Resolving Complaints Duly Assigned
- Collecting Document For Disbursement Process
- Releasing The Documents.
- Promptly responded to inquiries and requests from prospective customers.

CUSTOMER CARE EXECUTIVE

HDFC LTD | MUMBAI, INDIA

AUG 2019 - APR 2023

- Strengthened customer relationships by listening to customer concerns and giving priority to service requirements
- Resolved concerns with products or services to help with retention and drive sales
- Explained online self-help options to customers to promote additional and after-hours support choices

- Helped large volume of customers every day with positive attitude and focus on customers satisfaction.
- Resolved complaints by ensuring appropriate and timely compensation, boosting customer satisfaction levels.

CUSTOMER CARE TRAINEE

HDFC LTD | MUMBAI , INDIA

NOV 2017 - JUL 2019

- Coordinated timely responses to online customer and walk in customer communication and researched complex issues
- Evaluated interactions between associates and customers to assess personnel performance
- Provided customers with updates and periodic statements on service developments and changes in trends
- Collected customer information and analyzed customer needs to recommend potential products or services

LANGUAGES

ENGLISH

Fluent

MARATHI

Fluent

HINDI

Fluent

HOBBIES AND INTEREST

- Cooking
- Exploring Restaurants
- Listening Music