

Priyanka Sirswa

SALES ASSOCIATE

+971-561450896

priyankaksirswa@gmail.com

Opal 1 near Burjman metro station ,
Dubai, United Arab Emirates



ABOUT ME

I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

SKILLS

Customer service

Active listening

Relationship building

LANGUAGES

English

Hindi

PERSONAL DETAILS

Date of birth

18 May 1997

Nationality

Indian

Visa status

Work permit

Marital status

Single

REFERENCE

Ismail Khan

Master Card

Smylekhan007@gmail.com

+971-565664175

WORK EXPERIENCE

Customer Service Executive

L.M. Exchnage / Dubai / Nov 2023 - Present

- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensure all tasks and checks are completed
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards
- Perform administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provide support and information to customers, over the counter and by phone
- Maintain a cash float and follows balancing and reconciling procedures
- Prepare daily 'End of Day' sheet at the close of each business day

Process Associates

Genpact pvt ltd / Jan 2021 - Jan 2023

- Inform them for overdue loan payment.
- Collected payments on past due bills.
- Informed clients of overdue accounts and amount currently owed.
- Reviewed and evaluated high-risk transactions for potential fraud or other unauthorized activity.
- Conducted deep-dive investigations into transactions and accounts using data to problem solve and drive decision making.
- Continually identified trends and emerging risks and advise on recommended control improvements and tool enhancements.
- Communicated directly with customers through email.
- Team player and self-motivated person.
- Strong and effective communication skills.
- Flexing and adaptable to change.

Sales Executive

SBI credit card / Mar 2019 - Mar 2021

- Increase credit card customers.
- Engage and educate customers on product usage.
- Engage and educate customers on product.
- Responsible for daily/monthly sales targets.
- Update, prioritize and schedule proactive calls to organization's accounts.
- Update and manage contact database with accurate profiles, notes, and relevant information.
- Undertake training on the products, and improve on selling skills.
- Match sales opportunities that cover other products involving various sales.
- Sales management skills.

EDUCATION

Master of Arts

Seth G. B. Podar college, University of Rajasthan / 2019

B.A. in Political

S. K. college Sikar, University of Rajasthan / Jaipur / 2017

High school diploma

Government Sen. Secondary school / Jaipur