

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, Hindhi, 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