

Curriculum-Vitae

DIVYA VATS

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OBJECTIVE

To become a part of the growing and stable organization where I can contribute most of my experience and knowledge and acquire more learning techniques to become an asset of the company.

WORK EXPERIENCE

INSCOL HEALTHCARE PVT. LTD.: Worked as a **Program Coordinator (Senior Executive)** in Programs from March 15, 2021 to May 31, 2021.

Key Responsibilities

- Responsible for handling pre - assessment test and its evaluation for candidates applying for post graduate nursing programs in United Kingdom.
- To undertake a variety of administrative and program management tasks.
- To help in planning and organizing programs and activities as well as carry out important operational duties.

FINVASIA FINANCIAL SERVICES PVT. LTD.: Worked as a **Relationship Manager** in Sales and Chat support from November 7, 2016 to January 3, 2020.

Key Responsibilities

- To respond to all incoming chats in a timely manner by providing information about company products/services and converting leads into sales of trading /demat account and mutual fund investment.
- To provide service to existing clients for their trading and demat account related queries through phone call, online chat and email.
- To advise clients on which stocks to buy/sell today and which stocks to hold for long term/short term.
- Research on various mutual funds and giving personalized advice to clients on their investment needs and requirements.
- To take initiative by proactively calling up clients with zero balance account to generate business by meeting their needs and resolving complaints.

- To analyze customer issues on the basis of data given and proposing suitable solutions to retain them.
- To meet sales/revenue targets by maintaining positive relationships with clients.

AMERICAN EXPRESS INDIA PVT. LTD.: Worked as a **Customer Care Professional** in Retention process from April 30, 2012 to May 15, 2013.

Key Responsibilities

- To attend incoming calls from customers for cancellation of their credit cards and providing best solutions to retain them.
- To resolve annual fee, late payment fee and other concerns of the card members by implementing retention strategies to enhance customer satisfaction and retain them.
- To provide exceptional customer service to maintain highest standards as per the organization to improve customer experience and win customer loyalties.
- To analyze customer feedback and negotiate with customers by following-up with them through outbound calls till their issues are resolved.
- Offers and educates on the benefits of products and services and explains how the recommendation will add value to the customer.
- Logs and updates customer information in required applications.

CITIBANK, NA: Worked as a **Sr. Executive (Officer)** -Phone Banking & Operations from September 21, 2011 to January 30, 2012.

Key Responsibilities

- To handle queries of bank customers related to savings/current accounts inbound calls from pan-India.
- To take charge of operational duties.
- To take care of documentation.
- To update details of conversation with the clients in various applications.
- To generate leads from existing account holders for personal loan, home loan, credit card, loan on credit card, account opening etc.
- To route the customer calls to SME's desk for on-going issues and complaints.

AMERICAN EXPRESS BANKING CORP.: Worked as a **Branch Assistant** with AEBC on the payroll of Team Lease Services Pvt. Ltd. from Oct 18, 2010 to Sep 18, 2011.

Key Responsibilities

- To take charge of the operational activities in the Company's registered Branch office in the absence of Branch Manager.
- To provide daily direct administrative assistance to the Director, Branch Operations for American Express Banking Corp. including but not limited to coordinating and maintaining records and documents like correspondences from RBI, coordinating Vendor Payments, arranging for booking of conference calls, tracking and submitting timely payments for CPC, etc.
- To extend support to the Internal Control Manager in various internal audits.
- To extend support to the Finance Team in updating various monthly records like balance confirmation, transaction details & balance transfer for RBI and other Banks.
- To provide daily support to Mail Room Team and maintaining complete courier records.

UNICON INVESTMENT SOLUTION: Worked as a **SALES CO-ORDINATOR (Team Leader)** from March 2007 to October 09, 2010 in Life Insurance Vertical.

Key Responsibilities

- Daily coordination with the clients to arrange their meeting with the sales team.
- To take care of pending documentation of the applications for insurance policies by following up with sales team.
- To coordinate with sales team for closure of the existing leads by following up with prospective clients and guiding them in their decision making.
- To handle team of Tele-sales officers and help them to achieve their targets individually and responsible for achieving the team target.
- To train team members on new investment/ insurance products and guiding them the key benefits to sell them as per the customer needs.
- To motivate team members to achieve their monthly targets, weekly targets and other sales contests to win rewards and recognitions.
- To generate maximum business for the organization by focusing on selling the revenue based products.

EDUCATIONAL BACKGROUND

- Completed Graduation in B.A (Pass) from Lakshmi Bai College, D.U in 2005.
- Passed XIIth in Humanities from C.B.S.E. Board from Lilawati Vidya Mandir Sr. Sec. School in 2002.
- Passed Xth from C.B.S.E. Board from Lilawati Vidya Mandir Sr. Sec. School in 2000.

KEY SKILLS AND ATTRIBUTES

- Responsible and committed towards work
- Flexible approach with positive attitude

- Good communication & customer handling skills
- Teamwork and quick learner

HOBBIES

- Watching movies, travelling and cooking

PERSONAL PARTICULARS

NAME : Divya Vats
DATE OF BIRTH : 5th February 1984
PERMANENT ADDRESS : H.No – 117, Ist Floor, Krishan Kunj, Laxmi Nagar, Delhi -
110092
SEX : Female
MARITAL STATUS : Married
LANGUAGES KNOWN : Hindi & English
HUSBAND'S NAME : Bhanuj Dang

I hereby declare that the above information is true to the best of my knowledge and I will be able to provide all the Original Qualification and achievement certificates if required.

Divya Vats