

# **STEFFI JULEKA FERNANDES**

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Female | 18-08-1995

## **PROFESSIONAL SUMMARY**

Dedicated and organised Client Relations Officer who is constantly innovating new ways to improve customer experience. Adept at creating strong relationships with clients, developing comprehensive client profiles and working with business delegates. Hold 2 years of overall experience in Sales and as a Client Relations Officer.

## **WORK EXPERIENCE**

### **Trescon Global Solutions, Manipal**

*(July 2019- Present)*

Business Analyst:

- My role demanded good communication skills and research skills to tap the right person and decision-maker of a company.
- It also included to be patient with client's doubts and maintaining a cordial relation after the delivery of the service too.
- Worked on various International events which include Middle East countries and Asian countries.

Client Relations Officer:

- Handling the concerns of the clients by attending the business events/conference.
- Be the one point of contact to all the client.
- Developed relationships with clients and key personnel.
- Elevated complaints and feedback to the relevant departments.
- Developed long term relationships with key clients.
- Rectifying issues experienced by individual clients.
- Collaborated with internal teams (E.g. Sales, Data and Research team, Production, Marketing, and Senior Management) to address customer needs.
- Welcoming the clients on board through emails, calls and following prior to the event.

### **Star Health and Allied Insurance**

*(November 2018 – July 2019)*

Sales Manager:

- Setting and monitoring sales objectives and sales strategies.
- Advising and explaining the customers about the benefits of having a health insurance.
- Answering to the customer queries on calls or in person.
- Registering the customer under Health Insurance policy.

## **EDUCATION**

*Department of Commerce, MAHE*

*2016-2018*

Master of Commerce, CGPA - 8.42

*Milagres College, Mangalore University*

*2013-2016*

Bachelor of Commerce, CGPA - 7.28

## **PROJECTS**

- A study on Lack of Real time connectivity in Pharmaceutical supply chain in Udupi District. The study was made to understand the various purpose of Information system in Pharmaceutical Supply chain which have a significant role in managing and integrating data within the supply chain.
- A study on Consumer Perception of Nandini Milk and Milk Products of Dakshina Kannada Milk Union in Mangalore City. The purpose of the study is to analyse the customer preference towards buying milk and milk products and to understand the satisfaction level of customer towards supply outlets of milk brands.

## **ACHIEVEMENTS**

- Worked as a Coordinator and executed World Artificial Intelligence and Robotic Process Automation Show conference successfully in Mumbai, held on 16<sup>th</sup> – 17<sup>th</sup> October 2019, organised by Trescon Global Solutions.
- Presented a paper on "A Study on Customer Perception of Milk and Milk Products with Reference to Dakshina Kannada Milk Union Limited" at an International Conference on Marketing organized by SDMIMD, Mysore on 26th & 27th October 2017.
- Worked as a Student Coordinator in the National Seminar on "Supply Chain Management: Process, Partnership, Performance" held on 3<sup>rd</sup> November, 2016 organized by MAHE, Manipal.
- Served as a President for Indian Catholic Movement, Thottam in the year 2016 – 2017.
- My team from Milagres College, Kallianpur won 4th place in Chess organized by Mangalore University during the year 2014-2015.

## **SKILLS**

- Certificate in 'Diploma in Accounting' from NISE Computer Education, Udupi in the year 2015.
- Operating System- Window XP/7/8
- Software- MS Office, Tally, Peach Tree, Busy.

## **REFERENCES**

Available upon request.