




RIDDHI SHAH

Senior Client Service Manager

SUMMARY

An organized and creative professional with proven marketing skills and a desire to learn more. Possess 2+ years of experience in Client Servicing. Looking to utilize my existing skill set to increase company profitability.

 **Street Address**
Satellite, Ahmedabad.

 **Riddhi1501@gmail.com**
 **+91 9879001501**

EXPERIENCE

SENIOR CLIENT SERVICE MANAGER - SHORTJOBS (Jan. 2019 - Present)

KEY RESPONSIBILITIES

- Developed and deliver relevant and engaging communications to internal employees and members.
- Produced two publications designed to enhance employee moral, perception and understanding of the organization mission.
- Strategized and proactively worked with client groups to gauge internal communication needs and recommended suitable solutions.
- Responsible for ensuring customer satisfaction by developing as well as fostering relationships within customers. In co-ordination with the relevant team.
- Assisted overall in establishing and executing customer specific business plans to include growth and retention, customer satisfaction and general equality.
- Responding to customer inquires and needs conducting customer meetings and enhance services.
- Handling & supervising executives and ensuring their training needs.
- Maintain proper communication and coordination with internal teams and clients to manage accounts.
- Handle transactions for clients, manage individual client caseloads and escalate complex matters higher up the chain.

PROFESSIONAL SKILLS

Communication Skills ● ● ● ●

Customer Care ● ● ● ●

Creative thinking & Problem Solving ● ● ● ●

Time Management ● ● ● ●

Relationship Building ● ● ● ●

INTERESTS



Sports



Music



Travel



Family

- Develop effective communication platforms for clients and staff.
- Inspire repeat- business from clients.
- Offer advice to clients on services and products.
- Develop surveys and capture client information.
- Participate in marketing campaigns.
- Deal with client requests and troubleshoot problems.

CERTIFICATIONS: -

⇒ Was awarded by APJ ABDUL KALAM for best Content Writer by school.

INTERNSHIP: -

⇒ Internship in Client Servicing department and had a chance to interface with a lot of celebrities and manage them.

EDUCATION



B.sc Visual communication
Bishop appasany college of
arts and science.



HSC
Stanes higher secondary
school

TRAININGS & SEMINARS

⇒ Positive Relationship

⇒ Digital Marketing

⇒ Social Media Marketing

⇒ Leadership Skills-
Listening, Empathy &
Resilience