

Rukhsar Khan

New Delhi

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CAREER OBJECTIVE

Secure a challenging opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

EMPLOYMENT & WORK EXPERIENCE

Position: **Key Accounts Manager at Bada Business**

Organization: **Bada Business Pvt Ltd. - An initiative by Dr. Vivek Bindra**

Duration: **November 2020 to Till-Date**

Roles & Responsibilities:

- Worked as Executive and my responsible generating enquiries, and helping them with their issue
- Key technical account management for Channel Partners, FoS, and consumer accounts
- Manage issue tracking and resolution with new releases and versions of Consumer Apps, and payment portal workflows.
- User support and understanding issues with Tele conversation, web support and
- Clint handling
- Understand customer needs and requirements
- Issue resolution alignment with Project Management and Tracking tools such as JIRA for allocation to the technical team and Quality / Testing team
- Publish RCAs for various grades of issues and service requests
- Proving effective and timely response and reports to all internal stakeholders and senior management
- Impart usability training and best practices to customers and business partners by aligning with Learning & Development team
- User support to transaction matters within Payment workflows, payment failures, lead conflicts and management, user account management
- Worked as Executive and my responsible generating enquiries, and helping them with their issue.

About Bada Business:

Bada Business is an Initiative by Dr. Vivek Bindra that provides Extensive Knowledge of the Different Business Strategies and Frameworks, which will Help Indian SME's to Do Big Business or Become Bada Business.

1. Position: **Assistant Manager**

Organization: **AXIS BANK LTD.**

Duration: **From August 2019 to April 2020**

Roles & Responsibilities:

- Managing branch operations and day to day activities like handling of vault operations
- Responsible for the audit held in branch
- Responsible to deal with investments and new accounts everyday
- Responsible for day to day sales for CASA acquisition and third party products.
- Back up of branch operations manager, sometimes handling of team
- Responsible for the authorization of day to day transactions.
- Responsible for Non cash Transaction (NEFT,RTGS,CHEQUE,DD)

2. Position: **Customer Care Executive**

Organization: **ICICI Prudential Life Insurance**

Roles & Responsibilities:

- Customer Service & Renewal Calling
- Follow-up with customers for arranging Direct Credit documents towards all types of pay-outs such as surrender, maturity, survival benefit etc.
- Driving EAE to EAE TAT.
- Driving conversion of new business by means of follow-up with sales team on requirements
- Calling customers for various services and offers
- Banking Products Information to existing customers
- Understanding customers' requirements & fix an appointment for closing sales.

EDUCATIONAL QUALIFICATIONS

- **Master of Business Administration (Finance & Marketing)** from Jamia Millia Islamia, New Delhi
- **Bachelor of Commerce** from Mahatma Jyotiba Phule (MJP) Rohilkhand University, Bareilly
- **Intermediate** from S.S.K.V Bareilly, Year-2014
- **High School** from S.S.K.V Bareilly, Year- 2012

IT SKILLS

- Microsoft 365 (Word, Excel, PowerPoint, Team, One Drive), Google Workspace
- LeadSquared CRM, Complaint/Ticket Management Application, Payment Portal, Mobile APP Admin
- Project Management: JIRA

HOBBIES & INTERESTS

- Travelling, Photography, Reading Novels, Watching Movies, Current Affairs, Cooking

KEY SKILLS/STRENGTH

- Good analytical and planning skills.
- Attention to detail and process oriented approach.
- High problem solving skill.
- Customer focused approach

PERSONAL DETAILS

Date of Birth : 6th Jan 1996

Father's Name : Late Mr, Yunush Ahmad Khan

Marital Status : Single

Nationality : Indian

Religion : Islam

Languages Known : English, Hindi. Urdu

Address : F/10, 2nd floor, Thokar No. - 4 Abul Fazal Part-1, Jamia Nagar, New Delhi-25

Date:

Place: New Delhi

(Rukhsar Khan)