

AKSHAY PEREIRA

1, Di-Dol Co-operative Housing Society,

Pali Mala Road,

Bandra W, Mumbai 400 050

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CAREER OBJECTIVES AND INTERESTS

- Self-motivated banking professional offering strong communication and quick thinking skills. Works effectively on teams, as well as independently, in fast-paced environments. Consistently positive and friendly committed to reaching business goals.
- Motivated Banker well versed in Customer Service and Client Satisfaction. Driven to exceed expectations and able to operate effectively in high-pressure environments. Seeking to build long-term career with an established company.

EDUCATIONAL QUALIFICATIONS

- **Bachelor of Education:** Rizvi College of Education (2016 - 18)
- **Master of Arts in English** from Solapur University (2014-16)
- **Bachelor of Arts in English** from Solapur University (2011-13)

SKILLS

- Proficient in MS Office, Internet Browsing
- Banking and Financial Services Background
- Enthusiastic, Dependable and Responsible Personality
- Strong team spirit and Motivator
- Innovative, Participative and Adaptive team player
- Advanced Communication skills in English, Hindi and Marathi
- Personnel training and development

WORK EXPERIENCE

- **Aeon Credit Service India**

(May 2019 till date)

- Responded to customer requests for products, services and company information.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Fielding diverse customer questions about issues such as available merchandise, current prices and upcoming company changes.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Compiled customer feedback and recommended service delivery improvements to management.

- **Citibank NA., India**

(February 2018 to February 2019)

Key responsibilities

- Resolved customer issues on personal savings, checking and lines of credit accounts for Domestic and International customers.
- Researched beneficial investment opportunities and made recommendations to customers.
- Worked towards increasing sales
- Processed sales referrals and promoted bank services and products
- Monitored and tracked securities transactions, fund transfers, accounts and option trading.
- Researched banking guidelines and statutory requirements to stay updated on new laws.
- Opened new customer accounts, including checking, savings and lines of credit.
- Fielded incoming phone calls from customers and directed to corresponding department or individual for assistance.

- **R. D. & S. H. National College, Bandra (West), Mumbai**

(Aug 2017 to February 2018)

Key responsibilities

- Teaching English in the Junior College section.
- Devised unique lessons to fit individual needs in skill building and full instruction on each subject.

- Completed logs and updated student documents for institutional and personal record keeping.
 - Assisted students of all skill levels with understanding and excelling in literary studies.
 - Utilized technology in tutoring sessions to diversify and enhance learning.
 - Provided exam preparation crash courses for routine and board examinations.
- **St. Stanislaus High School, Bandra**
(Internship: February - March 2017)

Key responsibilities

- Co-ordinated smooth functioning of B.Ed student-teachers at the school. Assisted in teaching English and Social Studies for classes 7 to 10.
 - Handled Proxy classes.
 - Co-ordinated smooth functioning of B.Ed student-teachers at the school.
 - Provided feedback on individual actions, behaviors and verbal responses.
 - Compiled and produced documents and reports to appropriate parties.
 - Earned positive feedback from parents and co-teachers regarding classroom instruction and student learning success.
 - Developed lesson plans to teach course materials according to schedule.
- **St. Joseph's High School, Solapur (2015)**

Key responsibilities

- Assisted in teaching English, Social Studies and Mathematics to Primary and Pre-Primary School, Assistant Sports Coach.
- Organized special events, school concerts and talent competitions.
- Helped students appreciate the arts with instructional and immersive techniques.
- Gathered needed materials such as music and props for daily class instruction as well as performances.
- Liaised with teachers and staff to ensure continuity of practice and development of music lessons.
- Fostered relationships with staff, students and parents to drive departmental and school objectives and philosophies.
- Maintained school equipment and rentals in top condition.
- Maintained students' progress by evaluating and adjusting strategies.

- **WNS Global Services, Pune (2012-15)**

Key responsibilities

- Insurance Policies and Procedures for Aviva Insurance, UK.
- Handled recoveries of the policy-holder's costs from the third party insurance company in case of no liabilities from the policy-holder's end.
- Trained new recruits on getting accustomed to the system and policy details.
- Interviewed prospective clients to gather information on financial needs and discuss any existing coverage.
- Offered policy guidance and management to promote asset protection.
- Provided leadership and training for new agents regarding industry best practices and company policies for new agents on the sales process and relationship building while maintaining current accounts and sales numbers.
- Consistently met or exceeded company sales goals for new policies.
- Developed life insurance and commercial insurance leads to meet monthly sales targets.

- **Voice and Accent Trainer at i-Ping Technologies Private Limited (2008-12)**

Key Responsibilities

- Training and Improving Communication Skills of Employees.
- Teaching effective Business Communication Etiquette.
- Conducting periodical assessments and evaluation of trainees.
- Handled the Recruitment Processes.
- Maintaining system records
- Documented participant attendance, engagement and progress.
- Scripted, recorded and uploaded instructional videos for remote learning students.

PERSONAL DETAILS

- Date of birth – April 9th, 1988
- Nationality - Indian
- Marital status – Married
- Languages Known – Fluency in written and spoken English, Marathi and Hindi
- Hobbies: Music, Sports, Photography, Travelling, Social work

REFERENCES

Available on request