



VARSHA BHATIA

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P. O. Box 187, Manama, Kingdom of Bahrain

CAREER OBJECTIVE:

To be able to effectively utilize my experience, skills and qualifications, to achieve success in a stimulating business environment that will afford the opportunity for continued personal development and growth, in line with the objectives and vision of the organization

KEY SKILLS:

- A team player and leader with exemplary communication, interpersonal and organizational skills
- Analytical bent of mind with good negotiation skills
- A dynamic, result driven individual
- Flair for developing and maintaining successful relationships with key customers and business partners.

WORK EXPERIENCE:

An overall work experience of 15 plus years in various industries in Customer Relationship Management (CRM), Corporate Sales, Event Management, Public Relations, Executive Assistant and Administration.

JULY 2015 – JUNE 2017 ALMOAYED GROUP WLL (ALMOAYED ICT) - BAHRAIN *ASSISTANT MANAGER – CLIENT ENGAGEMENT*

As a Client **Engagement** Manager my responsibilities were to build positive relationships with **clients**. Be the first point of contact for client communication and multi-task completion of projects under tight deadlines and ensuring that the customers remain satisfied with our services.

Responsibilities:

- Execute overall management responsibility around client implementation (BAPCO, iGA, BAS, TAV (New Airport Project) , Movenpick, Four Seasons, Investcorp and many more)
- Develop and manage relations with business lines at multiple levels in organization.
- Monitor multiple projects executions from start till end.
- Identify new requirements with client during on going execution.
- Develop and manage relations with key client stakeholders.

AUG 2008 - MAR 2014: RAHEJA UNIVERSAL (PVT) LTD., MUMBAI, INDIA

India's leading real estate and property developer which has successfully completed more than 44 premium residential and commercial projects across the country.

Deputy Manager- Sales & CRM

Reporting to: Senior Vice President- Sales

Responsibilities:

- Manage customer experience, satisfaction process and issues during and after the sales process
- Inspection of flats before handover
- Agreements and Flat handover documentations
- Ensuring customer satisfaction coordinating with the management and clients for query resolution
- Maintaining customer database, trackers for follow-ups on complaints and recoveries

- Organizing corporate events
- Updating upcoming projects to existing customer database
- Assisting the directors with day to day coordination, meeting, events.
- Corporate gifting

JAN '08 – AUG '08: MULTI COMMODITY EXCHANGE (MCX), MUMBAI, INDIA

India's first listed exchange that offers trading in varied commodity futures contracts across segments with over 2100 members and 400,000 trading terminals.

Senior Executive – Administration

Responsibilities: Handling all administrative requirements and coordinating for internal and external events for Chairman's office.

NOV 2006 – JAN 2008: KINGFISHER AIRLINES, MUMBAI, INDIA

India's premier full service commercial aviation brand

Guest Service Agent - Supervisor at Mumbai Airport

Responsibilities:

- Supervise Check-in Counters, Boarding Gates & departing flights on time.
- Handling customer inquiries, complaints and specific customer requests smoothly and professionally.
- Directorate General of Civil Aviation – India (DGCA) approval to prepare Load and Trim for A321, A320, A319 & ATR 72-500 aircrafts

OCT 2005 – NOV 2006: AIR DECCAN, MUMBAI, INDIA

India's leading budget airline brand which was eventually acquired by Kingfisher Airlines

Asst. Passenger Service Manager

Responsibilities:

- Supervise Check-in Counters, Boarding Gates & departing flights on time.
- Handling customer inquiries, complaints and specific customer requests smoothly and professionally.
- DGCA approval to prepare Load and Trim for A320 aircraft

JUN 2000 – JUN 2005: DEEPCHAND SONS NX, MUMBAI, INDIA

Leading Silversmith in Mumbai, specializing in Silver Articles and Corporate gifting

Manager

Responsibilities:

- Managing Retail, Wholesale and Exports Sales
- Managing Export Documentation
- Handling Corporate Clients such as Jet Airways, Elbee Couriers, United Helicharters Universal Medicare, Aptech Ltd., MIDC, ONGC, Yash Raj Films, Raheja's, MET and many more

PROFESSIONAL QUALIFICATIONS:

- **Customer Service** course from **Skycareer Academy**, Mumbai, India. The course covered Duties of Ground Staff, Fare Construction, Ticketing and Reservation
- Basic Course on Stock Markets from Bombay Stock Exchange, India
- Completed 3 years of 'GNIIT' Course from NIIT, Mumbai, India
- Well versed in MS Office suite including Excel, Word and Power Point

EDUCATIONAL QUALIFICATIONS:**April 2000 Bachelor of Commerce (B.COM - Hon's)**

Shri Mithibai Motiram Kundnani (MMK) College of Commerce & Economics
(Mumbai University, India)

PERSONAL INFORMATION:

Date of Birth:	6 th March 1979
Nationality:	Indian
Marital Status:	Married
Visa Status:	Bahrain Residence Visa
Languages:	English, Hindi, Sindhi & Marathi
Driving License:	Valid BAHRAIN Driving License

Ms. Varsha Bhatia