



ASHA PILLAI

Customer Relationship Executive

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ashap13@gmil.com

WORK EXPERIENCE

10 Years

ABOUT ME

A result oriented professional with experience in Bank, Insurance ,Automobile (Registration and MIS) and in Hospital (CRE).

Dedicative customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.



Education

Bachelor of Science

Marthomma College of Science and Technology

Kerala University, Kerala

BSc Biotechnology with Botany

Graduated, July 2008



Skills

- Good Learner
- Motivator
- Good Team Player
- Knowledge.
- Mentor



Work Experience

- Organization : **Indo American Hospital, Vaikom**
- Place : Vaikom
- Designation : Customer Relationship Executive.(Receptionist and Billing Assistant)
- Period : Since 2018 till date

- As a receptionist cum CRE, i am responsible for handling the front office work like welcoming the patients, assist them for taking the appointment, building up a good rapport with the patients and doctors. Billing has to be taken care and should be tallied before handing over the responsibility. As a customer relation executive in the hospital industry need to take care of the customer demands and fulfill the same on time-to-time basis.

- Organization : **Spice Coast Harley Davidson**
- Place : Cochin
- Designation : CRE -Registration and MIS.
- Period : Since 2015 -2018

- In Harley Davidson my responsibilities were Managing customers, Front office works, Billing assistant, Receptionist, Vehicle insurance, Vehicle registration, enquiry updation, allocation of vehicles, claim handling, corporate claims etc....In Automobile industry the above-mentioned job profile need effective communication with good presentation skills and abilities in managing business partnerships and ability establishing beneficial relationships with channel partners.

- Organisation : **Muthoot Honda**
- Place : Kollam
- Designation : MIS Handling- Executive
- Period : Since 2014-2015

- In Muthoot Honda, my responsibilities were ordering the stock against the customer needs from Honda, day to day updating of stock to the management and to sales executives, arranging vehicles from co dealers, collating the data required for Honda and the management. Keeping ready the stock of accessories and inform the management regarding the revenue from allied business. Was reporting to General manager and was handling the MIS of two branches.

- Organisation : **Indus ind Bank**
- Place : Adoor
- Designation : Operations Executive CDOPS
- Period : 2010-2011

- Was taking care of the sales of different financial products including CA/SA, Insurance products and mutual funds. Meeting the targets and suggesting the right product for the right customer was the main role over there.

- Organisation : **Bharti Axa**
- Place : Kollam
- Designation : Operations Executive CDOPS
- Period : 2008-2010

- In bharti axa i was handling the MIS and meeting the customer requiremnets regarding the documentation and payout was on top priority. Sending mails and procesing the requests was given most preference.



Computer Proficiency

- Word
- Excel
- Power Point



Languages

- English
- Hindi
- Malayalam



Personal Interests

- Listening to Music.
- Gardening
- Travel.



Personal Details

Husband Name: Sajith Balachandran

Marital Status: Married

Birthday: July 13,1986

Nationality : Indian

Gender: Female

Declaration

I, Asha Pillai, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

s/d

Asha Pillai

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