**Nidhi Goel**

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**CAREER OBJECTIVE**

In pursuit of challenging and enriching assignments in Customer Service Operations with an organisation.

**AN OVERVIEW**

* A result-focused professional with nearly 5 years of experience in Service Operations and Client Servicing.
* Presently associated with HSBC InvestDirect Securities (India) Ltd., Mumbai as Senior Associate (Customer Service).
* Solutions-driven, customer centric professional with significant experience in handling all aspects of service functions.
* Fully experienced in developing profitable and productive business relationships, coordinating with decision-makers with distinction of accomplishing multi-fold revenue increase.

**AREAS OF EXPERTISE**

* Managing service operations with focus on implementing policies & procedures.
* Handling post-sale service operations while ensuring customer satisfaction and business retention.
* Ensuring that operations at the service points match the company’s standards.
* Managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms.
* Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Identifying and networking with prospective clients generating business from existing accounts and achieving profitability and increased sales growth.

**EMPLOYMENT RECITAL**

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**Highlights**

* Involved in Non-Voice operations - customer queries and complaints handled through emails and letters.
* Handled queries like a/c opening, account Opening status, welcome kit details, password related, brokerage structure, levies and taxes.
* Accountable for providing services to the client for the queries raised -   
  Margin & exposure, settlement cycle, inter settlement of shares, BTST and auction.  
  Enquire about the various order types Limit, Market, Stop loss, after market hours order. Procedure to modify & cancel the order.  
  Adherence to SLA driven timelines.

**IT FORTE**

* Office 2000 and Internet Applications
* Operating Systems: Win 2000/NT/98 and MS DOS
* Financial Packages: Fact, Tally, Accord, Easy & Fast

**EDUCATION**

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**Other Courses**  
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**PERSONAL DOSSIER**

**Date of Birth:**  
**Contact Address:**  
**Languages Known:**