

## RENU KUMARI

Chennai  
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To obtain a position where I can maximize my multilayer of management skills, quality assurance, training experience, customer service, with a successful track in the organization.

Meticulous and highly accomplished with professional having 18 years of experience in teaching and corporate sector. She has attended 8 workshops 16 seminars and webinars 12 FDP programmes published 4 articles and completed a course in Human Resource Development Held by Swayam. Her area of specialization includes human resource management and related fields. She also actively participates in student social responsibility program called Ne-Ne 50. She contributes towards the activities as a coordinator for IQAC in the department and NAAC activities of the college. Result oriented leader to maintain high quality standards to meet challenges of this fast-paced, high-turn industry □ Persuasive communicator with exceptional management skills with ability to relate to people at any level of business development □ Possessing valuable insights, keen analysis and team approach to implement best practices to achieve business excellence. Adept at working in high pressure environments with strict dead lines and multiple deliverables □ Exercise a high degree of discretion, mature judgment, and tact in handling issues of a sensitive nature

### PERSONAL DETAILS

- Name : Renu Kumari Jaithalia
- Age : 48 yrs.
- Nationality : Indian
- Languages known : Tamil, Hindi, English
- Social interests : Interacting with people, participating in various Cultural events
- Hobbies : Reading (financial literature), music, traveling
- Marital Status : Married

### EDUCATION

- Master of Business Administration, (Finance) DJ VAISHNAV COLLEGE, CHENNAI, University of Madras - (1996-1998)
- Master of Commerce (2016 -2018)
- SET (Tamil nadu) Qualified professional in Management 2016.
- Bachelor of Commerce, ANNA ADARSH COLLEGE, CHENNAI - (1993-1996)

## RELEVANT EXPERIENCE, ACCOMPLISHMENTS & EMPLOYMENT

### **1. D.G.VAISHNAV COLLEGE,CHENNAI Post held: Associate lecturer (JAN 2015 TILL DATE)**

- At present handling subjects such as HRM,Industrial relations,Psychology,Business communication and Principles of management.
- Have been taking classes for commerce students since 2015 to June 2017 on subjects Marketing,Auditing,Financial services,HRM,Banking Theory and Indirect taxes.

### **KEY RESULT AREAS**

- Managing and guiding students

- Locating and tutoring on major financial and human resource aspects
  - Making students achieve their best and become leaders

## **2.Green Avenue Homes & Gardens, Chennai.** (August '14 – Dec'15)

### **Manager Marketing and Sales**

#### **Key Deliverables:**

- Responsible for Enquiry generation through various mediums of advt (Paper/Online/Radio/Visual,etc).
- Responsible for creating, designing and implementation of various mediums of advt.
- Creating brand awareness through various mediums of advt.
- Team training and ensuring proper enquiry follow up.
- Setting sales target and ensure the same is achieved.
- Meeting the clients for the closure of the sale if required.
- Facilitating the housing loans for the customers who request for.
- Ensure proper delivery of the property post registration process.

## **3. Post Held: Relationship Manager, Shweta Developers - Hyderabad (April 2012 to March 2013.) – 1 Year**

### **Managerial Function:**

#### **1. Promotion and Publicity:**

##### Process

- Identify the Sources.
- Negotiating the Price.
- Posting the Ads in Sources.
- Generating leads from Sources.

#### **2. Documentation:**

- Monitor and maintain the payment details of Customer.
- Issuing allotment letter to customer.
- Co-ordinate with accounts in Issuing receipts for payments received from Customers.
- Check the agreement of sale issued to customer and Keep records of Agreement of Sale.
- Maintaining a reference file which gives details of all the communication with customer.
- Check the Tripartite Agreement issued to Customer and Bank.
- Issuing letter to customers advising Bank to disburse amount appropriate to the construction stage.

#### **3. Payment monitoring:**

- Possession of cheques at the time of booking and handing over to A/C's department at the time of deposit.
- Prior intimation to customers informing that the cheque will be deposited.
- Monitoring payment to be disbursed by Bank in case of Bank loan customers.
- Coordinating with customers and receive payments as per their schedule.
- Maintain a record of payments for each flat and monitor periodically with the accounts department.

#### **4. Bank Loan Processing:**

- Informing the Bank that the customer is interested to take loan from their bank.
- Co-ordinate with customer that the documents are handed over on time for the loan process.

- Co-ordinate with the Bank for any pending issues and reason for delay in sanction.
- Co-ordinate with executive and SBI for fixing appointment with customers and ensure all related documents are handed to customer for loan disbursement.

#### **4. Post held :Senior Executive,HSBC Hyderabad(March 2010 to January 2011)**

- Worked for credit analysis and Rating management for UK clients in analyzing their transactions and approving credit.
- Coordinate with other relationship managers for credit approvals.
- Maintain an MIS for the team relating number of approvals performed.

#### **5. Post Held: Manager, Citi Bank N.A, Chennai (Feb 2005 to 30<sup>th</sup> June 2009) – 4.5 Years**

##### **KEY RESULT AREAS**

- Monitor, evaluate and provide feedback to customer service representatives across products and locations.
- Handling overall query resolution for credit cards which includes retrieval of calls.
- Highlighting of defects and corrective actions to ensure that query is taken to closure.
- Resolving escalations across departments and branches
- Performing transactions related to DND de-flagging

##### **UNIT ACTIVITIES**

- Involved in coaching and mentoring of officers and providing constructing feedback to officials
- Improve quality standards and reduce defects
- Conduct Citi Phone customer satisfaction survey to ensure complete resolution provided to customers

##### **ACHIVEMENTS**

- Recipient of the CITIPHONE STAR AWARD for 3 consecutive years
- Winner of star and superstar contest
- Member of Elite club for sales
- Winner of ROCK STAR contest
- Have no unscheduled leave for the last 2 yrs
- Have received several appreciation mails from customers

#### **6. Post Held: Senior Teacher. – 2 Years**

- Gyan Vihar School, Jaipur, - September 2003 – March 2004
- Seedling Public School, Jaipur - July 2002 – March 2003

Taking classes IX<sup>th</sup> to XII<sup>th</sup> for subjects, viz. BUSINESS STUDIES, ACCOUNTANCY, ECONOMICS, etc.

##### **KEY RESULT AREAS**

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