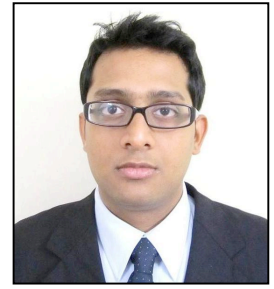


Rajiv Saldanha

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Mobile: +971 50 9014874



MBA with 2 years experience seeking a job in the field of Marketing, Branding, Sales and Research

Education:

- Masters Degree in Business Administration, Mumbai University (St Francis Institute Of Management studies) Mumbai, India (2007-2009) – Distinction
- Bachelors in Management studies, Mumbai University (Shri Chinai College) Mumbai, India(2003-2006) – Distinction
- Higher Secondary Certificate in Commerce, Mumbai University (Sir MVLU College) Mumbai, India (2001-2003)-1st Class
- Secondary School Certificate, Mumbai University (St John the Evangelists High school) Mumbai, India (2001)- 1st Class

Work Experience:

American Express Services India Ltd – Relationship Officer (Sept 2009 - Oct 2010)

- Promoted to Senior Relationship officer (Oct – 2010)
- Worked with clients from JP Morgan and Chase, Bank of America, Tata consultancy services, KPMG, Ogilvy, Credit Suisse and Tata AIG financial services for their Corporate card requirements
- Ensuring 100%+ target achievement on new business
- Scheduling meetings for new business
- Assisting clients with after sales service and product grievance
- Assisting the Merchant department to acquire new merchants through client grievance
- Conducted presentations for existing clients and prospective clients for new and additional business.
- Developing a referral data base from the existing clientele
- Communicating ongoing offers to the existing clients to increase their spending
- Designing personalized invitations to prospective retail clients.
- Helped organize events and platinum functions to acquire new customers for gold and platinum cards.
- Preparing reports on Cost Vs benefits for platinum events.
- Provided On the Job training for new recruits on Product details and Sales Policy
- Understanding and preparing presentations on competitive products from time to time
- Preparing MIS reports for new business.

- Preparing presentations on team performance to the HOD, including sales achievements projected outcome and product specifications.

J P Morgan and Chase India Ltd- Financial Officer (April 2007- Aug 2007)

- Providing resolutions to customer queries for their credit card (CC) accounts.
- Attending enquires, maintaining profile information, performing credit checks, raising credit card related service orders.
- Up selling bank products like identify theft protectors, credit reports checker and payment holiday add-ons.
- Providing accurate information and resolution to customers for their Account related issues. Also maintaining and exceeding quality norms set by clients & management.
- Identifying customers with financial trouble and determining the best course of action to avoid any defaults.
- Helping customers activate their cards and an overview of their card benefits.
- Display Time flexibility towards shifts as per work floor requirements.

3 Global Services Ltd (Part of HUTCHISON WHAMPOA GROUP) (Nov 2004 –July 2005)

- To enhance the customer experience for various prepays customer queries
- Handling general customer inquiries, handset related issues and customer complaints
- Manage queries & complaints apart from looking after the service change requests and delivery enquiries.
- Negotiating refunds to customers for service and network errors.
- Providing technical support for Mobile queries and faults, SIM card concerns, Broadband and Network related issues.
- Providing supervision and assistance to OJT staff and new team members.
- Rendering quality feedback, preparing training presentations and educational programs for the team members to enhance performance.

Projects Undertaken (Internships)

Elder Health Care Ltd.(BRAND- Tiger Balm) – Internship

- Conducted retailer and consumer research to identify ways to combat the sale of spurious brands affecting the sale of Tiger Balm in the local market
- Conducted a Competitive analysis of the existing brands available in the market.
- Identified the effectiveness of offers on the product to improve sales. (Customer/retailers)
- To determine the changing behavior of customers from Balms to modern options
- Determining sources for cost effective advertising for Tiger Balm
- Determining the brand loyalty among the target audience.
- Understanding the brand awareness of Tiger balm in the domestic market (Availability)

Network Advertising (Managing Brands like HDFC, CIPLA): Project on sugar substitutes

- To determine the current market size of the sugar substitute industry in India and Globally (Secondary Research)
- To identify trends in the Sugar substitute industry (domestically/Internationally)
- To determine reasons of failure of certain brands in India
- Understanding the distribution and products offered by the market leader
- Determining the potential market size based on current growth
- Studying the different products and their composition

Achievements

- Secured the 1st place at ANVESH- An all India level paper presentation in March 2008. (A competitive India 2020)
- Successfully Organized BIZCZAR 2008- A corporate panel discussion including eminent corporate business personalities and Heads of business functions
- Co-authored a paper on environment management that was shortlisted by CESD (Conference on Environmental Science and Development) presented in Singapore 2010 on (Waste management) Titled – My Green Building

Personal Information

Date of Birth: 26th June 1985

Marital Status: Single

Religion: Christian