

Susmita Rai

Date Of Birth - 07/12/1996



Experienced Financial Services Consultant and proven leader at building vibrant businesses by developing new prospects and accounts and managing customer relationships to achieve sales goals. Dedicated to generating customer goodwill and loyalty by developing key relationships with decision-makers. Demonstrated leverage network of customer contacts to increase understanding of customer needs and employ business-growth strategies.



Contact

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Skills

Service support

Fluent in Hindi, English

Loans

Banking



Work History

2022-12 -
Current

Relationship Officer

Teamlease Service Pvt Ltd (Herofincorp), Asansol

- Retained and grew portfolio of relationships by performing proactive, mobile and value-adding partnership role.
- Monitored, followed-up and escalated cases to meet customer response commitments.
- Facilitated meetings and discussions between clients, sales and delivery teams.

2021-03 -
2022-08

Business Development Executive

Jana Small Finance Bank , Asansol

- Collaborated with sales and marketing departments to support client acquisition.
- Identified and pursued valuable business opportunities to generate new company revenue and improve bottom line profit.
- Implemented innovative business development strategies to increase customer base and expand market share.
- Researched product pricing, ratings and performance and created comparison spreadsheets to evaluate competitors.



Education

2015-08 -
2018-04

B.Com: Accountancy Honours

St. Xavier's College Burdwan - Burdwan

2018-07 -
2019-09

Intermediate : Cost Accountant

ICWAI Kolkata Chapter - Kolkata



Certifications

Certified SAIL Durgapur Steel Plant Internship- [Assited in Audit Planning, Documented all audit procedure]