



# Jahanaara Pathan

I am an experienced Trainer, Customer Relationship manager and a Corporate Communications Manager seeking a full-time position in the field of Customer Service, Brand Management & marketing communications, where I can apply my knowledge and skills for continuous improvement.

## proficiencies

Customer Service

Brand Management

Corporate Communications

Learning & Development

Analytical Skills

Compelling Communication Skills

99230-19227

ps.jahanaara@gmail.com

G-304, Unity Park,

Survey # 43,

Kondhwa Khurd, Pune, MH

## experiences

### CORPORATE COMMUNICATIONS OFFICER & ASST. PROFESSOR

JULY 2016 TO PRESENT

Manage all the Branding & Corporate Communications thereby training the students as well in various management fields. I am expanding and creating a new Brand for the said college.

### CUSTOMER RELATIONSHIP MANAGER - KOTHARI HYUNDAI CARS PVT. LTD., KHARADI, PUNE

FEB 2016 TO JUNE 2016

Motivated and improved the customer service department and my 45+ direct and indirect team members to propel them towards set goals. Increased the customer footfalls compelling way while leveling up Customer Delight

### SUBJECT EXPERT & ASST. PROFESSOR FOR LEADING MANAGEMENT INSTITUTIONS OF PUNE

### CUSTOMER CARE OFFICER LEVEL-2, CONVERGYS INDIA SERVICES, PUNE

Responsible for complete Customer care support for AT&T Process and later promoted to Team Leader for Verizon Process. Was elected as the Top 2 employee on the floor

### EXECUTIVE - MARKETING, BIRLA GLOBAL FINANCE LTD., PUNE

Developed market for Birla SunLife Mutual Funds

## education

### M.PHIL. IN BUSINESS ADMINISTRATION

University of Pune| 2012

### M.B.A. IN MARKETING & HRM

Shivaji University of Kolhapur| 2002 - 2004

## certification

### CERTIFIED MASTER TRAINER

MEPSC NSDC| Sept. 2017

### CERTIFIED TRAINER OF THE TRAINER

MEPSC NSDC| May 2017