



# Vraj Patel

Relationship manager

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## Languages

English

## About

With a strong foundation in customer relations and sales, I thrive in fast-paced environments, consistently meeting targets and providing exceptional service. My adaptability to various retail settings and basic English proficiency equip me for dynamic retail roles.

### BRANDS WORKED WITH

- Mc Donald's, PUTNEY HIGH STREET
- Piramal Capital & Housing Finance Ltd
- HDFC Sales Pvt Ltd

## Experience

- CERW**  
 Mc Donald's, PUTNEY HIGH STREET | Jul 2022 - Now
- RELATIONSHIP MANAGER**  
 Piramal Capital & Housing Finance Ltd | Jan 2022 - Apr 2023
  - processing loan applications, conducting due diligence, site visits, ensuring compliance with terms and conditions as per sanction terms, documentation, etc.
  - Assisting the credit hub through timely resolution of raised queries and sharing of information requested
  - Convey the sanction or rejection to the customer, hand over the sanction or rejection letter, and follow up for documentation.
  - undertake custodial responsibility for loan documents.
  - attending all loan inquiries for credit.
  - generated new leads through online research and cold calling.
  - retained customers with a multi-channel engagement strategy.
  - exceeded sales targets by delivering high call volumes and tailored product recommendations.
  - conducted in-depth client visits and periodic business reviews.
  - identified at-risk clients, taking the necessary action to maximize retention.
  - managed long-term customer relationships to increase revenue.
- SALES OFFICER**  
 HDFC Sales Pvt Ltd | Jun 2020 - Oct 2021
  - Develop and implement sales strategies to achieve monthly and annual sales targets.
  - Build and maintain relationship with existing clients
  - providing personalized banking solution to meet their financial needs
  - Coordinate with existing customers of the company and understand their needs
  - Collaborate with cross functional teams, including credit, operations, product specialist to ensure smooth processing of transactions
  - Monitor market trend and competitor activities to identify potential risks and opportunities
  - Maintain Accurate Records of sales activities and customer interaction in the CRM system
  - Provide exceptional customer service, addressing and resolving client inquiries and concerns
  - Conduct thorough financial assessment for clients, offering suitable products and services .

## Education & Training

- 2023 - 2024 ● **University of Bedfordshire**  
 MSC in International Business - International Business,

2015 - 2018 ● VNSGU

Bachelor of Commerce,