

Brill!ant

CUSTOMER SERVICE

Bina Kumari

Consulting Partner

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Nationality: British

Languages: Fluent in English, Hindi & Punjabi

Bina is a highly experienced business professional with a passion for customer service and business improvement. She has many years of experience in a fast paced sales, customer service and marketing background covering a number of sectors.

Bina's delivery style is interactive & practical & she possesses a natural ability to build rapport easily. Bina is an enthusiastic and engaging trainer with a real expertise in customer service, sales and communication skills.

Professional Experience:

- Internal Sales Manager /Senior Manager
- Business Development & Recruitment Manager
- Assistant Manager, Coach & Mentor

Areas of Expertise:

- Interpersonal Communication Skills - all levels & types
- Strategic Organizational Competence
- Time Management & Productivity
- Motivation & People Management Skills
- Responsibility
- Commitment
- Leadership & Senior Management Skills
- Negotiation & Persuasion skills