

Jinal Bhagwatilal Jain

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CAREER OBJECTIVE:-

To work in challenging position for an innovative, growing company, that will allow me to utilize my skills & knowledge with fullest potential.

ACADEMIC QUALIFICATION:-

- ❖ Pursuing B.Com this year.
- ❖ HSC from Maharashtra State Board, 2016.
- ❖ SSC from Maharashtra State Board, 2014.

PROFESSIONAL EXPERIENCE: -

Company: - Trackon Courier Pvt Ltd

Designation: - CRE

Duration: 20th November 19 to 25th October 2022

Duties and Responsibilities:

- ❖ The role of the Customer Relationship Management (Crm) executive is becoming even More Important as organizations release the necessity their knowledge of their target market.
- ❖ Their main tasks are analyzing complaints developing new Customer Care strategies and procedures, creating customer retention campaigns and motivating staff.
- ❖ Handling Various customer like HDFC Bank, TATA AIG & Hindustan Unilever .
- ❖ Preparing daily MIS report and follow up for closer with Various Branches and Destination.
- ❖ Resolving Customer Queries on mail and ensuring their satisfaction with the service.
- ❖ Providing Customer relation management Training to New joiners in branches as well as Regional Offices.

Company: - CD Infotech Pvt Ltd (HDFC)

Designation: - Data Verifier

Duration: 1th August 17 to 5 November 19

Duties and Responsibilities:

- ❖ Sourcing & Login of files.

- ❖ Auditing of Personal loan, Business Loan and Auto Loan.
- ❖ Append and Index, Health Check, PDC Pull-Out, Documents Checking and Sorting, File Preparation, FTS Barcoding, Barcoding Affixing, Freaking Documents Acknowledge, Maintaining Company Records, Knowledge about Loan Disbursement.

Company: - Athena BPO

Designation: -Tele caller

Duration: 15th July 16 to 28th July 17

Duties and Responsibilities:

- ❖ Tracking customer Flight ticket and updating current status to customer.

STRENGTHS:-

- ❖ Hard working nature.
- ❖ Desire to learn more.
- ❖ Self-motivated and expert to learn advancement.
- ❖ High team work & team spirit.

PERSONAL INFORMATION:

Father's Name : Mr. Bhagwati Lal Jain
 Date of Birth : 14/02/1999
 Nationality : Indian
 Gender : Female
 Marital Status : Single

ADDRESS:

Room no 9 Panchasheel Chawl Committee, Nansi Munshi Compd Ambedkar Nagar Nr. Kamani Oil Mill, Chandivali Saki Naka Kurla W - 400072.