**RESUME**

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| **Mainkar kuldip shivaji**  **M.B. 9096993283 / 8308848050**  **E-mail ID-** [mainkarkuldip@gmail.com](mailto:mainkarkuldip@gmail.com). | | **ADDRESS FOR CORRESPONDENCE:**  A/P: Mainkar mala, East bhag , Tasgaon.  Tal-Tasgaon. dist- sangli Pin-416312 |
| **CAREER OBJECTIVE :-** | | |
|  | Intend to build a challenging career in an organization which offers me an opportunity in continuous learning, shouldering more responsibility and be a part of team in achieving  Organizational objective. | |

**EXPERIENCE SUMMARY-**

**Company name– SHRIRAM TRANSPORT FINANCE CO. LTD.**

**(NBFC)**

**Duration – 2 yrs 3 month Exp.(26nov 2012upto continuous )**

**Designation- Customer Relationship Executive (Product management .op2)**

**Role & Responsibility OF CRE -**

**Interaction**

* Handle walk in customers.
* Call up customers.
* Understand customer needs for W C products and Support tools .
* Create awareness / need amongst customers for W C products and Support tools.
* Create awareness / sell General Insurance .
* Convince customers on benefits of Credit Card, Using Card and paying Dues in time .
* Create awareness about SAMIL and bring customers / referrals to various platforms .
* Increase foot fall in branch.

**Business**

* Loan provide commercial vehicle.
* Provided gold loan.
* Loan provide CV/ CAR /2 Wheeler
* Loan provide House / Land
* Validate leads and hand it over to PE’s or business process team for closure.

* Follow up opportunities (leads / cases) assigned through SugarCRM . Leads are generated from the call centre or from other sources e.g Field activities, PE’s, branch or SAMIL auctions.
* Capture prospective customer interactions in the Sugar CRM or offline model (already implemented) till Sugar CRM reaches the branch .
* **Customer Satisfaction - Retention**
* Work towards meeting all service requests from the customer. Address specific complaints and resolve same.
* Increase customer retention and revival of closed opportunities with the branch and gradually assist in increasing the customer base for the branch.

**ADMINISTRATIVE & FUNCTIONAL REPORTING**

* **Administrative Reporting**
* CRE will administratively report to Branch Manager.
* **Functional Reporting**
* CRE will functionally report to Credit Manager.
* **CRE would time to time take guidance from Working Capital Coordinator for Product conversions and improving upon same.**

**EDUCATIONAL QUALIFICATION:-**

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| **EXAM** | **NAME OF INSTITUTE** | **BOARD/**  **UNIVERCITY** | **YEAR OF PASSING** | **% MARKS** |
| M.B.A (finance) | V.I.M, Islampur. Peth Dist sangli | SHIVAJI  UNIVERSITY | May.2012 | 63.00% |
| B.com. | P.D.V.P.College.Tasgaon.Dist-sangli. | SHIVAJI  UNIVERSITY | Mar.2009 | 49.00% |
| H.S.C. | S.R.Bharti Jr.college.Tasgaon  Dist-sangli. | KOLHAPUR Board | Mar.2006 | 61.0% |
| S.S.C. | S. R.Bharti vidayamandir Tasgaon.dist -sangli | KOLHAPUR | Mar. 2004 | 53. 00 % |

**OTHER QUALIFICATION:-**

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| **EXAM** | **NAME OF INSTITUTE** | **BOARD/**  **UNIVERCITY** | **YEAR OF PASSING** | **% MARKS** |
| **MSCIT**  **TALLY** | | Vakratund computer center.Tasgaon.  Vakratund computer center.Tasgaon. | MSBTE  MSBTE | Jan.2007  April 2008 | 70.00%  A class |

**EXATRA CURICULLER ACTIVITIES –**

* Inter college seminars on finance.
* Complete the English speaking course.
* Participated in national level workshop in finance.

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| **SUMMER INTERNSHIP (2 Months):** |

* **Name of Company** : **S.R.BHARTI TEXTILE PVT LTD. TASGAON**
* **Project Title : Cash Management ( finance )**
* **Scope of the Project :**  **To Improve Cash Flow**

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| **PERSONAL DETAILS:-** |
| **NAME**  AGE & DOB  **SEX**  **MARITAL STATUS**  **NATIONALITY**  **RELIGION-CASTE**  **PERMANENT**  **ADDRESS**  **CONTACT NUMBER**  **LANGUAGES KNOWN**  **HOBBIES** | **MAINKAR KULDIP SHIVAJI**  16 AUG 1988.  MALE.  married  INDIAN.  HINDU- MALI  A/P: Mainkar mala, East bhag.  Tasgaon.Tel-Tasgaon.dist-sangli.  Pin-416312  9096993283  1) ENGLISH.  2) HINDI.  3) MARATHI (MOTHER TONGUE).  LISTENING MUSIC,READING NEWS PAPER,  PLAYING CRICKET ,SWIMMING. |
| **Declaration-** |
|  | I hereby declare that above written particulars are true to the best of my  Knowledge and belief. | |

**Name** - **Kuldip .S. mainkar**