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| Asif Punjani | Amber CHS, A-Wing, Flat No 304,  Mira Road – (East), Thane: 401107.  CELL : +91 9833731445  Residence #: 022-28125975  E MAIL : asifpunjani84@gmail.com |

**CAREER OBJECTIVE:**

To Work in a challenging environment and be known for depth of knowledge, quality, Hardworking, timeliness of service, honoring the commitments and provide innovative solutions and contribute organization to enhance their business.

**EXPERIENCE:**

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| **Organization** | **Job Role & Profile** |
| **Ocwen Solutions Pvt.Ltd**  **From 9th June -2014** | **Quality Analyst**  **Process:** QA (Quality Analyst)  **Responsibilities include,**   * Handling Quality Checks & processing the loans. * Maintianing monthly report in excel. |
| **HSBC Mumbai**  **(November 2007 – January 2014)** | **Sr. Service Advisor**  **Process** : Credit Card & Banking  **Responsibilities Include,** Handling calls for credit card holder & solving their queries with regards to credit card.  * Along with resolution of complaints & queries the prime focus was also on sale of other HSBC value added products & services. * Achieving daily sales & cross sell targets. * Highlighting process gap wherever applicable. * Resolving customer complaint within TAT. * Empowered to offer financial reversals to customer for charges levied on the card account. * Ensuring requisite follow ups are done to resolve customer complaints. * Liaising with different departments (TBS, CAS & Risk) to offer resolution to customer. * Handling Escalation pertain to AQB (Average Quarterly Balance) charges & AMB (Average Monthly Balance) charges reversal for mass market & advance customer Internet banking error’s, cancellation of cards Unjustified reversal, Cards redirection, Visa bill pay query & complaints, Remittance queries. * Mentoring new recruits in the team for performance enhancement. * Knowledge about Credit Cards & also banking Trained. * Cross selling various products to the customer post query resolution. |
| **Life Style International Pvt.Ltd**  **(December 2004 – January 2006)** | **Customer Sales Representative**  **Responsibilities Include,**   * Assisting Customer’s to buy products. * Taking care of Customer’s requirements. * Display Merchandise on the floor and preparing Stock requirement report. |

QUALIFICATIONS / EDUCATION:

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| T.Y.B. Com: [Mumbai University] | March 2007 |
| H. S. C.: [Mumbai University] | Feb 2004 |
| S. S. C. : [Mumbai University] | March 2002 |

PERSONAL INFORMATION:

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| Date of birth | 10th April 1984 |
| Gender | Male |
| Marital Status | Married |
| Place of birth | Mumbai (Bombay) |
| Nationality | Indian |
| Languages Known | English, Hindi & Gujarati. |

**Achievements: -**

* I have been awarded for the best Service Advisor for Sale & Service.
* I have also been awarded as 100 Club Winner contest from All India HSBC in 2012.