

# William J. Patole

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## EDUCATION

Qualification	Board/ University	Year of Passing	% Marks
M.B.A ( Finance )	J.D.C Bytco Institute of Management Studies and Research, Nashik.	2016	62%
B.B.A	B.Y.K College of Commerce, Nashik.	2013	50%
HSC	N.S.C. Science College, Nashik	2009	54%
SSC	St. Philomena Convent High School, Nashik	2007	71%

## PROFESSIONAL EXPERIENCE

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**1. Employer:** Adroitcoders Software Development Services Pvt.Ltd.

**Designation:** Senior Process Associate (Non Technical)

**Duration:** August 2016 to Present

**Job Description:**

Providing client support through Zendesk Ticket System. Presenting product information to acquire new clients also maintaining continuous follow-up. Scheduling meetings and Client orientations. Actively involved in delivering Presentations (cross-training) for knowledge sharing with team and up-skill team new joiners.

**Responsibilities:**

- Handle customers Payment and Billing issues and provide solution to their queries.
- To verify customer documents for compliance.
- Perform due diligence on fraudulent documents.
- Manage customer issues using Zendesk universal ticketing tool.
- Handling subscriber's non-technical queries.
- Provide product solution to customers.

**2. Employer:** Umar Ustad CA&Co. Nashik

**Designation:** Account Assistant

**Duration:** May 2013 to May 2014

**Job Profile:**

- Managing the account details of the firm's clients.
  - Manage and schedule Meeting.
  - Provide product solution to customers.
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## PROJECT & INTERSHIP

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**1. Organisation:** Sivananda Electronics. Nashik

**Topic:** Working Capital Management (Summer Internship Project)

**Period Served:** From June 2015 to July 2015

**Job Profile:**

- Studied the different Credit Policies of the Company.
- Studied the In-Flow and Out-Flow of Capital on daily basis.
- Studied the management of Capital on daily level.

**2. Organisation:** Batavia's Hospitality Nashik

**Topic:** Costing

**Period Served:** November 2015 (Winter Internship)

**Job Profile:**

- Preparing Cost Budget for Batavia's Events.
- Managing Capital required in different sectors during Events.
- Helped in the marketing activities of the events.
- Prepared a detailed report of the costs included in each event.

## SOFTWARE PROFICIENCY

Key Areas	Customer management, Objection Handling, People orientation, Non-tech Support.
Tools	Zendesk, MS-Office, Excel, Tally ERP-9

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## INTERESTS& HOBBIES

Painting, Bike Riding, Photography & Travelling.

Conducting Drawing classes for primary and secondary school student.

## PERSONAL DETAILS

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Nationality:	Indian
Languages:	English, Hindi, Marathi
Address:	Plot no 32, Ave Maria Bunglow,Shriram nagar,Old Canal Road, Jail road Nasik road, Maharashtra, India Pincode-422101.
Date of Birth:	15 <sup>th</sup> March 1992
Mobile:	+91 8149151143 / 7020168578
Passport Status:	Available

**Declaration:**

I hereby declare that all the information given above is true to the best of my knowledge.

**Place:**

**Sign & Date:**