Krunal M. Shah

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**Curriculum Vitae**

Objective:

To lead the organization in the way of success by interactive team spirit & all means possible and to be an integral part of the organization.

**Professional Work Experience: -**

1. **PRESANTLY WORKING WITH GOLDENMEAN PROJECT MANAGEMENT PVT LTD as an ADMIN OFFICER SINCE SEPTEMBER-2010 TILL DATE**

* Vendor, Security & Facility Management
* Handle Accommodation for employees and directors travelling outstation in Hotel
* Maintaining Admin MIS to analyse the average Admin Costing
* AMC Contracts, Vendor Payments, Bill Processing & Vendor Payment Queries
* Stationery Management
* Generating Purchase orders
* Petty Cash Management
* Taking Admin Induction for New employees
* Handle transportation management
* Coordination with Banks and Clients for documents
* Book Keeping
* Manage day to day operations, supervise and coordination with employees
* Coordination with Sales team for collection of outstanding bills

1. **I have worked WITH MAX NEWYORK LIFE INSU. CO. LTD. AS A CUSTOMER**

**SERVICE EXECUTIVE since 4TH Aug.2008-14Aug.2010**

* Verification of KYC and income documents.
* Maker and author of customer data in system
* Analysis of the customer profile and reviewing – eligibility of policy.
* Tracking and maintaining various MISs.
* Resolving customer complaints (on phone as well as at Branch), within prescribed

TAT.

* Reconciling system data with service centre data and ensuring settlement of

discrepancies in the data if any.

* Coordinating with the sales team and customer for due amount of policy premium.
* Maintain petty cash account on daily basis for the branch
* Handle Agents Contracting Activities
* Also handle the IT related issues in my branch
* Training of Operations to Agents & Sales Managers

**Key Achievements:**

* Nil discrepancy for consecutive Last 12 months.
* Recognition mails from Regional and Zonal level for outstanding benchmark performance Consecutive for 3 months.
* Generated business for new policy and also converted the customer for new policy.
* Resolved customer complaints which were escalated to senior management.

3. **I have worked WITH ICICI HOME FINANCE CO. LTD AS AN ASSOCIATE SINCE**

**JANUARY 2005 TO JULY 2008.**

* Verification of legal document
* Tracking and maintaining MIS of post disbursement documents.
* Audit of submitted of post disbursement documents.
* Checking of disbursement docket for identifying any delinquencies
* Monitoring Timely Collection and submission of the Post Disbursement Title

Documents to Ensure the security of the mortgage portfolio

**4. Niyati Marketing Pvt. Ltd. (Franchisee of Standard Chartered Credit card) Sales**

**Executive – Since July 2001 to November 2004.**

Here my work profile includes to fix appointments with customers, meet them and

Convince them to take the CREDIT CARD and thereby achieving monthly Targets

Every time and become one of the top performers for the organization.

**Educational Qualifications:-**

 Completed B.COM from Gujarat University in the year 2003.

**Soft Skills:-**

* Strategic Thinker and a Visionary.
* Result Oriented and ability to deal with ambiguity.
* Self-driven, initiative taker and an effective mentor.

**Personal Details:-**

Date of Birth : 28th July, 1981

Marital Status : Married

Language Known : Gujarati, Hindi, English

Computer Skills : Ms. Office, Windows, MS OUTLOOK EXPRESS,

Knowledge of Applications like FINNONE and FINACLE Hobby : Travelling, Playing cricket and volley ball