

Sangram Tandale

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Contact

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Languages

English Marathi Hindi

Hobbies

Cooking

Skill Highlights

* Customer Service
* Portfolio management
* Complex problem solving
* Relationship management
* Providing customer support

# Summary

Corporate banking experience of three and half Years with one of leading banks of the country , in customer service for finance products along with relationship management and sales .

Corporate customer management experience in stock market for one year and three months in sales and marketing , managing customer portfolio and customer service .

Goal-oriented Customer Service experience with one year and six months of experience in insurance and BPO industry and finance service sectors . For analysis of opposite party insurance company settlements offer , review and negotiate with opposite insurance company , managing the claims and insure closer as per required criteria .

# Experience

**Assistant Manager – 09/2016 till 05/2019**

**AXIS BANK**

* **Worked as assistant manager in small and medium Enterprises ( SME ) group for corporate banking customers .**
* **Handling the corporate accounts along with customer service for turn over from 10 Cr to 40 Cr .**
* **Managed more than one hundred customers for banking products such as Cash credit , Over draft , Bank guarantee , Letter of credit and Term loan .**
* **Managing customer for expansion of limits , closure of banking products , insure easy documentation and account service along with generation of new business to the company .**
* **Make sure smooth experience to the customer with handling the products , managing customer for digil facility activation .**
* **Customer relationship management , handling documentation of the existing and new customer**
* **Analysis of financial statement and profit and loss statement , review file for best suitable products to the client , calculating eligible customer score as per best eligible criteria to suggest best suitable products for customers .**

**Deputy Manager - 06/2019 till 01/2020**

**HDFC Bank**

* **Worked in Emerging Enterprises and Group ( EEG )**

**As deputy manager handling customer relationship with corporate products such as Cash credit and Over draft , bank guarantee .**

* **Handling the corporate accounts along with customer service for turn over from 10 Cr to 40 Cr .**
* **Managing existing accounts with safe documentation process and safety of accounts by managing the credit limits at renewal of accounts and products .**
* **Insure safety of accounts and operation process with security creation and easy mortgage creation of the assets .**
* **Insuring security of the accounts by handling the credit criteria and insuring the credit safety of the portfolio .**
* **Managed more than one hundred of customers with customer service and relationship management .**

**Deputy Manager – 01/2020 till 05/2020**

**AU Small Finance and Bank**

* **Worked as deputy manager for Corporate banking group in AU small finance managing portfolio for corporate accounts having turn over from 10 Cr to 80 Cr .**
* **Maintain credit worthiness of the account and insure delivery of suitable products the customers as per requirement .**

**Tree mentor Wise Private Limited**

**Sale Executive and Relationship Manager – 06/2020 till 07/2022**

* **Having One and Half years of experience in customer relationship management .**
* **Managing Demat account and stock market port folio of account having capital of more than 5 lacs till 50 lacs**
* **Handling documentation of customer’s and account safety with secure transaction of customers profit along technical analysis .**
* **Chart analysis and insuring , long term investment in stock analysis .**
* **Investment management of the customer’s accounts , port folio management and insure safe account profitability**

**Senior consultant** – 07/2022 to till now

**WNS**

* **Vehicle insurance recovery process for Suncorp**
* **Discussion of claims with opp party insurance company based in Australia and progress the claim recovery**
* **Analysis and review of settlements offer sent by opp party insurance company**
* **Dealing with tow , hire car and repairs consultant to discuss the offer in behalf of Suncorp and brands**
* **Sent offer to managers and opp party insurance company to discuss over the email or call**
* **Sending settlement offer to review and discussion with third party dealer to review**
* **Co-ordinate between insured individual and insurance company to provide them customer service .**
* **Applying for government search , review claim criteria sending demands , and review Third party claims status**
* **Forwarding file to onshore team and discussing file for claim closure and insuring quality management of the calls and file .**

# Education

BSC com from BAMU university Aurangabad in 2014 .

12 th from Aurangabad Rajashri Shahu collage with 63% . 10 th from Maharashtra Public school Aurangabad 74% .

# Certifications

PGDMS in 2016 .

Post graduating diploma in Management and services from Manipal University in 2016