

PRITI SHIVAJI MALUSARE

Contact No. – 8108416938

Email: pritalusare2001@gmail.com

Objective

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment. I seek challenging opportunities where I can fully use my skills for the success of the organization

CAREER CONTOUR

3rd Organization : Modi Motor Agency PVT LTD (Automobile)
Dept. : Customer Care
Duration : From May-22 to till Date
Designation : Customer Care Executive

Monitoring System: -

- PBF & PSF Calling.
 - Sending Welcome mails to Booking & Delivered customer.
 - Attending Morning meeting to take delivery confirmation, discuss previous day PSF complaints.
 - Making delivery report.
 - Attending the delivery customer.
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2nd Organization : Q Connect LTD.
Dept. : Call Center (Collection Process)
Duration : From Jun-20 to Apr-22
Designation : Senior Customer Service Associate

Monitoring System: -

- Work in TBSS as a collection overall experience of 2year's and present organization 1years completed.
 - When I am promoted as a senior Collection Executive I have 1 Years' experience.
 - I have managed up to 25 staff in my shift and have developed great skills in customer service, inventory management, purchasing, marketing and promotion.
 - Sales conversion and personnel management. The fact that I have risen through the ranks is proof of having strong leadership abilities, dedication and professional work ethic.
 - Now Managing Team As a Team Leader and I'm fulfill a role requirement for team leader.(Not On Paper)
 - Leadership, Organizational, Approachable, Customer Service, Decision-making, Responsible, Multi-tasking, Time management.
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1st Organization : Home Credit India PVT LTD.
Dept. : Call Center (Inbound Process)
Duration : From Oct-19 to till May-20.
Designation : Customer Service Executive

Monitoring System:

- **Handling the incoming call of Customer Queries.**
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Educational Qualifications:

Qualification	Institute	Grade
H.S.C	Mumbai Board	2nd Class
S.S.C	Mumbai Board	1ST Class

Address : 906/B, Akhil Maharashtra Mathadi Kamgar Sahakari Grihanirman sanstha, sector-9, plot-20, near temptation restaurant, Ghansoli, Navi Mumbai – 400701

Date of Birth : 5th April 2001

Cast : Hindu-Maratha

Nationality : Indian

Marital Status : Married

Languages Known : Marathi, English, Hindi

Skills:

Handling team, imparting training and mentoring associates *Responsible for monitoring Exception reports. Identify issues & highlight to stakeholders *Establish and maintain effective working relationships with colleagues *Strong PC skills * Good communication skills *Basic English communication skills * At least 4-5 years related experience with a high class consumer goods or retail brand *Good organizational skills * Data collection and analysis skill *Team player & positive attitude *Open-minded * Good understanding of retail business *Good interpersonal skills.

Achievements & Awards:

Re-organized something to make it work better of importance, it is not simply by preventing behavior problems that emotion-focused programs are thought to influence academic achievement. *If not, we may be mistaken in thinking that wealth and excitement are preferable to tranquility and creative achievement *crowning achievement is his demonstration of the role of time in our social construction of reality.

Activities:

Contacting consumers to request payment * responding to consumer disputes, furnishing information to credit reporting agencies * furnishing information to credit reporting agencies, and suing consumers. *obtaining data on accounts.

Place: Mumbai
Date:

(PRITI SHIVAJI MALUSARE)