**Puranjay Nishad  
 Customer Relation Manager**

**142/48 3rd floor Aporn Condo, Ramkhahaeng, Hua Mak, Bangkok- 10420**

**Contact no: - 0626324012 Email id: -** [**puranjay.nishad@gmail.com**](mailto:puranjay.nishad@gmail.com)

**CAREER OBJECTIVE**

To work in a healthy, innovative and challenging environment extracting the best out of me, which is

Conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as

An asset to the organization.

**KEY SKILLS AND COMPETENCIES**

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| --- | --- | --- |
| **Professional**   * + Good hands on Excel   + Good Knowledge of tally ERP   + Taxation   + Banking   + Insurance & finance | **Technical**   * + MS-Office   + Photoshop   + Internet   + Good knowledge of software skill | **Personal & Social**   * + Quick Learner   + Straight Forward   + Very polite to everyone   + Have maintain good Customer relationship   + Hard worker |

**PROFESSIONAL ABILITIES**

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| --- |
| * Having three years of experience in Customer relation Operation. * Know very well how to tackle a customer queries. * Putting up best efforts for the best result. * Maintaining a healthy relationship with clients. * Always ready for the new challenges. * Enjoying my workplace for better performance.   . |

**PERSONAL ABILITIES**

* I am a good & quick learner.
* Always willing to learn from my seniors.
* Ready to do hard work to complete my work & generate time efficiency.
* Always ready to grab all the challenges.
* Convincing Power
* Ability to understand customer requirement and problems.
* Responding promptly under pressure and adverse conditions.

**Personal Information**

Address : Bhayendar (east) thane 401105.

Father name : Chandrika Nishad

Date of Birth : 15 Jan 1988

Languages known : English, Hindi, Marathi

**CAREER HISTORY**

**Currently Working**

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| --- | --- |
| **Facility Co-ordinator**  ISS facility Services 20th April 2015 to Aug 5th 2015    Profile:- **Facility Co-ordinator Manager**   * Coordinates daily residential inspections maintains inspection documentation. * Performs any Necessary follow-up with Plant Operations and residence hall staff. * Manages furniture and appliance inventory for residential facilities and makes purchasing   Recommendations and assists in ordering additional inventory as needed.   * Functions as contact person for deliveries and replacement. * Knowledge of space utilization practices and physical inventory procedures. * Strong computer skills to operate various technical computer systems. * Proficiency in Microsoft Office software to include Word, Excel, PowerPoint and the Internet. * Strong interpersonal skills, including an ability to analyze and solve problems. * Ability to establish and maintain professional working relationships with staff. * Proven ability to work as a team member, but also make effective independent decisions. * Maintaining Deactivation report of an employee. * The ability to work under pressure and handle stressful situations. * Strong customer service skills. |  |

**Branch Service Manager** May 24, 2013 to Dec 2014

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• Managing my team to increases work efficiency and result in to cheque collection and

entry in to the system.

• Talking to cooperate to release cheque or solve their query related to cheque payment.

• Follow-up with the different department and branch about any query raised by client.

. • Monthly meeting with the corporate to solve their query & if they have any.

• Maintaining proper coordination by filling gap between corporate & insurance company.

|  |
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| **Executive** |
| Medi Assist India Pvt. ltd.(VAS) | Feb 2010 to May 24,2013 |

Area of Work: -

• Ensuring the flows of claim process from start till the service delivered to the client.

• Coordinate with the related department head to improve the process.

• Handling queries immediately and ensures that both company and customer are getting their fair value.

• Solving client queries on priority.

• Grievance resolution by taking follow up to the concern team.

• Tracking up the claims file for & updating the to the corporate client till the claim get settled.

• Maintaining proper coordination by filling gap between corporate & insurance company.

• Maintaining day to day to activities on the worksheet.

**ACADEMIC QUALIFICATIONS**

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| --- | --- | --- |
| **Academic Qualification** | **Institute/ University** | **Year of Passing** |
| **Graduation** | **St.Andrews college (INDIA)** March 2008  B.Com from Mumbai university  (Second class) | 2008 |
| **H.S.C** | **St.Andrews College (INDIA)**  H.S.C from Maharashtra Board.  (First class) | 2005 |
| **S.S.C** | **Purshottam High School(INDIA)**  S.S.C from Maharashtra Board.  (Second class) | 2003 |

# MASTER PROGRAME

* Pursuing MBA program with **ASSUMPTION UNIVESITY HUA MAK (BAGNKOK)**

Evening batch **- (SEP 2015)**

# Interests/Activities

* Playing cricket
* Listening to music

PLACE: MUMBAI

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

**Date: (Puranjay Nishad)**