

Ashwini Pawar

Samarth Krupa Niwas, Room no 6, Shanivar Park, Vitawa, Thane

Thane, Maharashtra 400605

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- 5+ years experience in customer relationship and account management. Adept at marketing automation and Salesforce automation. Proven track record of reversing customer pain point especially during checkout. Team player and an enthusiastic go getter.

Personal Details

Date of Birth: 1986-07-02

Eligible to work in: India

Highest Career Level: 5+ years experience

Industry: Accounting, Banking & Finance, Business Operations, Chemical Engineering, Customer Service, Export, Import, Insurance, Production & Manufacturing

Total years of experience: 12

Work Experience

Executive

Hindustan Platinum pvt Ltd - Navi Mumbai, Maharashtra

May 2017 to November 2022

- Issue and received of all types of metal materials as per plant or department requirement through Navision system.
- Inventory Management- Managing inventory accuracy by managing daily store activities, stock taking, as well as weekly follow-up for materials against material request orders to the department.
- GRN- Ensuring receipt of material and its quantity as per purchase order. Doing GRN in time. Completion of DOD received as per any precious metal like gold, silver, platinum, palladium, rhodium, ruthenium etc.
- System Entry - Completing the day-to-day transactions of all product entries in the Navision software.
- Proper supervision and proper maintenance of all documents related to this work.
- Follow-up- Effective coordination and follow-up with all departments
- Providing MIS reports on weekly monthly basis as required by management
- Maintaining & updating of all register on daily basis.

Sr account officer

Nedumpillil Finance Company Ltd - Dombivli, Maharashtra

February 2016 to May 2017

- Providing information of scheme to the gold loan customers
- Checking Of gold Ornaments & confirm the valuation of gold.
- Sanction the loan to the customer as per the policy and the value of gold.
- Collecting proper documents from the customer and get the agreements signed as the policy
- Responsible for Interest Collection & Customer relation.

- Perform cash handling, customer service, maintain proper cash book, keep proper cash limits. Receiving the payments for various purposes, including loans and other kind of bills. Handling Petty Expenses of the Branch & get claimed from HO & RO.
- Maintaining daily vouchers, important documents, records, and files in a proper and organized manner. Managing the bookkeeping for the bank.
- Handle and resolve customer complaints. Perform customer verifications e.g. All documents proper verification. Respond promptly to customer enquiries.
- Managing the operations activities related to Gold Loan, appraisals of loans, disbursements of loans.

Executive(Gold Loan Officer)

Magma Fincorp - Thane, Maharashtra

January 2013 to October 2015

- Providing information of scheme to the gold loan customers. Maintaining & updating of usmarketing activity done in Branch.
- Manage back-office support team of document specialists and customer service executives
- Lead Document processing projects (Word / Excel / formatting),
- Maintaining important documents, records, and files in a proper and organized manner. Obtain and evaluate all relevant information to handle product and service inquiries.
- Managing the operations activities related to Gold Loan, appraisals of loans, disbursements of loans, handling the cash, checking the gold, Branch MIS
- Follow up of Matured Cases & ask the customer to get the case closed or renewed.
- Work with the team to reduce the volume and time of outstanding service requests (This may include taking calls during peak periods)
- Handle and resolve customer complaints. Perform customer verifications e.g. All documents proper verification. Respond promptly to customer inquiries.

Gold Loan Executive

Muthoot Finance - Thane, Maharashtra

November 2011 to January 2013

- Providing information of scheme to the gold loan customers. Maintaining & updating of us marketing activity done in Branch.
- Handling the branch walk in customers, doing cross selling for insurance, Bonds, Mutual funds,also.
- Maintaining important documents, records, and files in a proper and organized manner. Obtain and evaluate all relevant information to handle product and service inquiries.
- Managing the operations activities related to Gold Loan, appraisals of loans, disbursements of loans, handling the cash, checking the gold, Branch MIS
- Follow up of Matured Cases & ask the customer to get the case closed or renewed.
- Work with the team to reduce the volume and time of outstanding service requests (This may include taking calls during peak periods)
- Handle and resolve customer complaints. Perform customer verifications e.g. All documents proper verification. Respond promptly to customer inquiries.

Verify Executive

Annvika Outsourcing Pvt Ltd - Thane, Maharashtra

October 2010 to October 2011

- Managing the day-to-day operations of the office
- Organizing and maintaining files and records.
- Managing projects and conducting research

- Preparing and editing correspondence, reports, and presentations.
- Providing quality customer service
- Working in a professional environment
- Monitoring the outbound call, the employees, soft skills of the employees etc.

Insurance Executive

Future Generali Insurance Pvt Ltd - Thane, Maharashtra

October 2009 to October 2010

- Deal directly with customers either by telephone, electronically or face to face, and disbursement insurance policy.
- Providing information of scheme
- Respond promptly to related insurance customer enquiries and solve the problem.
- Handle and resolve customer complaints and answering customers queries.
- Obtain and evaluate all relevant information to handle product.
- Provide pricing and delivery information.
- Perform customer verifications like all documents verification.
- Handling the customer queries related Insurance issuing policies etc. Timely follow up the old customers

Education

Bachelor of Commerce in Commerce

Mumbai University - Mumbai, Maharashtra

2008 to 2009

Skills / IT Skills

- Purchase management
- Time management
- Production planning
- Customer relationship management
- Backhoe operation
- Ability to work
- Team management
- Procurement
- Document management systems
- Insurance verification

Languages

- English - Expert
- Hindi - Expert
- Marathi - Expert

Certifications and Licenses

Certified in 2009 Tally financial accounting program (Tally-service, Advance diploma in office Automation (MS- office, MS- Excel, MS- Word, PowerPoint)