

PROFESSIONAL SYNOPSIS

- A dynamic management professional with 7 years of comprehensive experience in Process Driven Finance, Sales & HR domain.
- To work in a stimulating environment, applying views, knowledge & skills to serve the firm to the best of capabilities and secure a promising position that offers both – challenge and opportunity for growth.

ORGANIZATIONAL EXPERIENCE

BAJAJ ALLIANZ

Chief Customer Service Manager

Location – Pune,



24th Nov 2020- 28th March 2022

JOB PROFILE

- ❖ Responsible for day-to-day activities for process involved in key product offerings of the Organization
- ❖ Smart Assist, Application process evaluation, Cash Flow tracking for the core team.
- ❖ Real time lead conversion from end-client with key focus on, Investment Linked Insurance (ULIP), Market Linked, Blue chip, Midcap, Large Cap, and Term Insurance.
- ❖ Monitoring virtually automated chats for the key products & Coordinating with customer service team.

WIPRO LTD (Phase 1)

Associate

Location - Pune.

14th Dec 2018- 3rd April 2019

JOB PROFILE

- ❖ Responsible for day-to-day activities for the Schemes / Processes being handled for international projects.
- ❖ Real time assist to end-client for all their queries, grievances & handholding for implementation of new updates and billing related information.
- ❖ Contribute to achieving team KPIs consistently
- ❖ Assist in Weekly/Monthly reporting for the Team lead and help respective team lead to deliver the reports.
- ❖ Provide daily status workload and alert Team Lead in case of backlog situation with threshold defined for each scheme.

HDB Finance Services Ltd (Subsidiary of HDFC Bank)

Territory Sales Executive.

Location: Pune.

27th Jan 2016- 17th Sep 2018

JOB PROFILE

- ❖ Managing and segregating on boarded data & Inside sales lists for analysis for further execution by team
- ❖ Assist in the development and preparation of sales scripts while training for Sales representatives.
- ❖ Contact existing elite customers to update new services and up sell products.
- ❖ Lead for dealing with customers for Credit Card loans, Term loans, General Insurance and Cross selling

Career Point Placement.

Jr. HR Consultant.

Location: Solapur.

15th July 2015- 14th Jan 2016

JOB PROFILE

- ❖ Scouting candidates from Job Portals, Walk-Ins & Advertisement's
- ❖ Short listing CVs for job profiles, scheduling and managing Interviews for candidates
- ❖ Induction & Orientation and liasioning of New Joinees for smooth onboarding process.
- ❖ Assisting Lead HR for day-to-day HR Specific activities.

Academics

MBA (Finance & HR) from Hirachand Nemchand College.

BBA from Mangalwedhekar Institute of Management.

HSC from Umabai Shrivika College of Arts & Commerce.

Internships/Projects

➤ Study on Performance Appraisal for Workforce - Indi-Tech Valves, Pune

➤ Project Report on Ratio Analysis in M/s Beekay Enterprises, Solapur.

Skills & Competencies

PROCESS LEAD -MANAGEMENT CASH FLOW TRACKING

DATA-ANALYSIS UPSELLING SALES STRATEGIC PROSPECTING

CUSTOMER- SUPPORT CONFLICT-MANAGEMENT. TEAM

MANAGEMENT CHANNEL-PORTAL .SMART ASSIST

Languages/Proficiency

	SPEAK	READ	WRITE
ENGLISH	★	★	★
HINDI	★	★	★
MARATHI	★	★	★

Microsoft Office
Email & PowerPoint
Lead Management System
Process Related Software

Certifications/Seminars

HOST & SPOC for ELECTRO 2013 & 2014 for Recreational & Refrigeration products respectively.

*Courtesy: SEDA

Advanced Excel certification

*Courtesy: Infomania Institute

Participated in Annual Seminar on **Business Sustainability** with appreciation received for paper presented on *Economic Sustainability*.

*Courtesy: Hirachand Nemchand Institute

MSCIT Certification for Computer Literacy

*Courtesy: Infomania Institute

PERSONAL INFO

Marital Status - Married

Date of Birth – 24.05.1990

Address – 2B8 Plot No 65, BU Bhandari
Skyline Dighi, Pune – 411015.

REFERENCES

Mr. Sagar Chavan

Relationship Manager
Bajaj Allianz

Mr. Mandar Desai

Manager
HDB Finance Services Ltd