Rohini Parmanand Kansare
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Seeking a suitable assignments to make use of my existing experience and knowledge to the benefit of the company and help enhancing the existing process.

Currently working with DSA For HDFC BANK Personal Loan (Working from home)

June 2014 To StillMumbai

Designation: Personal Loan Sales Officer

Roles & Responsibilities
- ❖ Handling e-mail, complaints and telephone correspondence
- ❖ Handling outbound calls for probable for personal loan, maintaining up to date records of Customers
- ❖ Handling login and disbursement of personal loan customer's
- ❖ Achieveing given monthly targets of personal loan.
- ❖ Maintaining relationship with bank branch manager & back office staffs.

Manba Finance Ltd.

May 14 – May 17Mumbai

Designation: Team Leader (MIS - Back office cum customer care)

Roles & Responsibilities
- ❖ Motivating & managing the team.
- ❖ Handling e-mail, complaints and telephone correspondence
- ❖ Handling outbound calls for monthly EMI collection,
- ❖ Preparation of daily/weekly/monthly MIS & pivot table reports of collection boy's
- ❖ Creation of Daily achievement report for the submission to Manager - Collection.
- ❖ Preparing Final Archive report on the beginning of every month to submit to company director.
- ❖ Making V-lookup report's (like monthly target, yearly target, daily target achieved.)
- ❖ Preparing reports of recall letter, cash entry, seizer set for defaulted customer
- ❖ Solving all query of the customer's either by E-mail Handling face to face meeting.

ICICI BANK LTD.

June 2011 – Apr 2014Mumbai

Designation: Office Assistant

Roles & Responsibilities
- ❖ Handling e-mail, complaints and telephone correspondence
- ❖ Handling outbound calls for probable for personal loan, maintaining up to date records of

Customers, Handling the Premium renewal.
- ❖ Making mis (management information system) reports of management & pivot table reports of monthly collection.
- ❖ Achieveing given monthly targets of personal loan.

Combined Courier Services Pvt. Ltd.

March 2009 - May 2011Mumbai

Designation: Office Assistant

Roles & Responsibilities
- ❖ Updating all India Distributors bill in soft wear.
- ❖ Solving all query of the parties , Handling E-mail
- ❖ Updating all bill stock in excel sheet
- ❖ Taking care of Bill holder's for Changing the Address, Mobile Number, Telephone Number Updates in system
- · Handling Front Desk, office administration, dispatches and courier
- · Responsible for sending Quotation to the customer and subsequent follow up.

GE Money Financial Pvt LtdNov 2007 - Feb 2009Mumbai

Designation: Finance Cum Office Assistant 1 / 3

Roles & Responsibilities

GE Money Financial Pvt LtdNov 2007 - Feb 2009Mumbai
Designation: Finance Cum Office Assistant
Roles & Responsibilities

- Responsible for sending Quotation to the customer and subsequent follow up.
- Responsible for consolidating daily requests, leads from Branches and clients and finance related activities.
- Handling e-mail, complaints and telephone correspondence and ensuring a prompt reply
- Handling outbound calls for probable for personal loan and insurance, maintaining up to date records of Insurance Advisers and Customers, Handling the Premium renewal.
- Preparing presentations that illustrates benefit of the insurance policy.
- Coordinating with various departments regarding Dispatch related issues.

Academic Details

Educational Qualification

T.Y .Bachelor of Commerce Poddar Collage Mumbai

Personal Abilities

- Accept new challenges and ability to work under pressure.
- Ability to grasp new concepts quickly.
- Excellent time management skills and a good multi-tasking ability.
- Taking complete ownership of all duties.

Technical Skill Set

Office Suit	MS Office, MS-Access, (Advance-Excel (Word, Excel, Power Point, VlookUp, Pivot-Table, Filter, Sum, Sorting, Count if,) Etc.
E-Mail Client	MS Outlook, Internet, Tally 9.2