

# Vaishali Chandekar

B-103 Sai Asha Daya, Neelam Nagar,  
Ph-2, Mulund (E),  
Mumbai – 400081.

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## ABOUT ME

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I am highly motivated to continue learning and improving my craft.

To be associated with a progressive organization that gives me scope to enhance my knowledge and skills in assurance with the latest and to be leader of a team that dynamically works towards the growth of organization and satisfaction thereof.

## SKILLS & PROFICIENCIES

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- Good Communication Skills.
- Dedicated and hardworking.
- Abilities and willingness to learn and get along with people.
- Confident, innovative and positive thinking.
- Team Player and Fast learner.

## CERTIFICATION & VOLUNTEER WORK

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### ICICI BANK LTD, Mumbai.

#### **Excellent Customer Service-Focus Award.**

Held in Hyderabad.  
FY 2014-2015.

### ICICI BANK LTD, Mumbai.

#### **Inbound Sales and Marketing Certificate.**

PHONE-BANKING Group.

### DARODE-JOG PROPERTIES. Pune.

#### **Certificate of COMMENDATION.**

For the new Launched Project  
WEST SIDE COUNTY, Pune.

## WORK HISTORY

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### **ICICI Bank Ltd, Mumbai.**

#### **Assistant Manager.**

9th Feb 2012 to March 2018.

Providing Services on phone calls as well as solve the Customers Queries and give them quick Resolution as per Defined Standards.

Effective Redressal of all Customer Complaints and Providing Solutions/escalating Problems.

Follow up on Escalations and Fraud which happened to the customer's Account and sort out the Issues asap. Educating Customers About Bank's other Products and Services (Cross Selling)

Generating Leads and Sale that leads on call itself.

Providing Feedback to the Team Leaders About Product and Process and Contribute to the Improvement.

### **Darode - Jog Builders Pvt. Ltd, Pune**

#### **Admin Executive.**

9th Nov 2009 to 2nd May 2011.

Arrange conferences, meetings, and travel reservations for office personnel.

Taking care of the day-to-day admin activities of the Organization.

Taking Care of Attendance & Leave Application.

Maintaining proper checklist related to housekeeping activities to ensure upkeep of facility.

Coordinating with the vendors towards the food and snacks for the associate and provide timely service to the associates.

Taking care of the pantry and ensure that the stock is maintained and served to the associates with hygiene and care.

Managing day to day purchases of office requirements, Maintaining inventory of stationary, Medicines, etc. and maintained the record the same.

Maintaining courier records and all filing works...etc.

Maximize income generation for the company and achieving sales targets.

## WORK HISTORY

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### **National Institute Of Management, Pune.**

#### **Admin Executive.**

Aug-2008 To Nov-2009.

Taking care of All over Admin work as well Sales work too, performs professional level clerical, administrative work, typing, filling, providing Students assistance, Co-ordinate with students with their queries as well Conducting lectures for students and students' admission duties etc.

## EDUCATIONAL BACKGROUND

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Pune University

**K.G.KATARIA COLLEGE, DAUND**

**Bachelor's degree in chemistry.**

**MS-CIT.**

**Maharashtra State Certificate in Information Technology,.**

**NIIT-IFBI. February- 2012.**

**Post Graduate Diploma in Banking & Financial Services.  
(PGDBFS)**

## PERSONAL INFORMATION

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**Date Of Birth :** 22nd May 1987

**Marital Status** Married

**Languages Known :** English ,Hindi and Marathi.

**Hobbies :** Listening Music, Cooking, Painting,  
Communicate with people, etc.

Dear Sir/ Mam,

I enclosed resume for Perusal and Kind Consideration.

I am willing to take on new Challenges that put to test my abilities, accept independent responsibility and grow in a dynamic and professional environment.

I request that I may please be given an opportunity to be of service to your esteemed organization. I am confident that i will be able to discharge all duties assigned to the fullest satisfaction of my superiors.

Thanking you.

Place : Mumbai.

Yours's Truly,  
Vaishali Chandekar.