

MANDAR RAVINDRA SURVE

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Professional Summary

Service Oriented individual with 4 years of experience in the customer service field. Very good at building relationship, excellent communication and time management skills.

Key Skills & Proficiency

- Strong communication skills, collaborations & interpersonal skills with proficiency in grasping new concepts quickly and utilizing them in an effective manner.
- Executed various academic projects and events
- Abilities in handling multiple priorities, with a bias for action and a genuine interest in personal and professional development.
- Certified in business accounting skill.

Academic Details

Bachelor of management studies (BMS)

Mumbai University.

Year 2010 - 2013.

Percentage secured 66.58 %.(SEM - 6)

H.S.C (commerce)

Birla College.

Year 2008 - 2010.

Percentage secured 76.17 %

S.S.C

S.B.M.P Vidyalayathane.

Year 2008.

Percentage secured 86.92 %

Work experience

- Veda's yoga
Yoga instructor and admin
June 2021 to till date

Working as full time yoga instructor, handling full time batches of 15-20 people along with their workouts, diet schedule and health related queries. Managing day to day studio activities like fees collection, social media, front desk, updating records.

- Art Studio
Front End Executive & admin
Jan 2018 - March 2021.

Familiar with all MS Office applications, including Word and Excel
Sound ability to resolve client or guest issues in a timely, courteous manner.
Excellent relationship-building and communications skills.

In detail job role

1. Coordinating between trainers and students as per their schedule and batch timings
2. Handling walking and on call enquiries
3. Planning and providing best offers to generate maximum revenue.
4. Maintain all the records of overall studio operations.

- Seven Wonders Marketing and sales Executive
Jan 2017 - Dec 2017

Maintain close client communications while clearly defining marketing and sales objectives.

Provide support to the marketing manager and other key team players.

Hold regular staff meetings to track progress of all ongoing campaigns.

Assemble marketing teams for each project.

Respond to client inquiries.

Closing sales deals.

- Tracmail India Ltd.
Collection executive (US process)
Jan 2016 - Dec 2016

Address root causes and seek continuous improvements – constantly look for ways to improve work processes. Provide assistance on long and short term projects. Work closely with customer service manager.

In detail job role

1. Collecting old medical bills from US citizens over phone call.
2. Providing overall case history to clients about their medical payment and insurance status.
3. Collecting money through online payment procedure and settling bills.

Personal information

- Date of birth: 22-10-1992
- Languages known: English, Hindi, and Marathi.
- Interested in: reading, football and gym.
- Postal address: 204, jamanubai niwas, kumbharkhan pada, subhash road, dombivli west. 421202.

I hereby declare that all the information furnished above is true to the best of my belief.

Place/Date:

MANDAR RAVINDRA SURVE.