

Kushal Prajapati

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HIGHLIGHT OF SKILLS & QUALIFICATIONS

- Experience of 2+ years of dealing in Financial services and 4+ years of dealing in customer service.
- Experience of working in sales focused environment in finance Industry with entrepreneurial mentality
- Extensive knowledge of Loans, Line of Credits, Home Equity loans, Mortgages, HELOC, Cheque cashing and other financial instruments.
- Ability and experience of new client acquisition and drive sales and retention.
- Proficient in working on MS office, SAP and company specific software and systems
- Initiative-taking individual and passionate about building productive relationship.
- Focused on offering a great client experience and help clients with their goals and key life events.
- Analytical and Organizational skills
- Ability to follow/ coach directions: committed to safe work practices
- Interpersonal and leadership skills

EDUCATION

MASTERS IN BUSINESS ADMINISTRATION: Finance

Gujarat Technological University, - Gujarat, India

May 2018

POST GRADUATE CERTIFICATE: Organization Management

Cambrian College of Applied Arts and Technology – Greater Sudbury, On

December 2020

POST GRADUATE CERTIFICATE: Project Management

Cambrian College of Applied Arts and Technology – Greater Sudbury, On

December 2019

BACHELOR'S IN COMMERCE: Commerce and Business Administration

Gujarat University – Gujarat, India

April 2016

ACTIVITIES AND ACCOMPLISHMENTS

- Enrolled in Institution specific Mortgage Agent Licensing Course through Real Estate and Mortgage Institute of Canada Inc. (REMIC)
- As a part of Project management studies, created a full Project plan (hypothetical) for extension of Lasalle Secondary School.
- Volunteered in several cultural events at Cambrian College and community events.
- Summer Internship at SHAH INVESTORS HOME LTD and created A Project Report on Role of Risk, Return & Technical Analysis in Investment Selection & Portfolio Management
- Earned a DATA ANALYTICS certificate from a reputed Institute.

EXPERIENCE

Financial Service Representative

(Present)

Easyfinancial Services - Sudbury, ON

- Providing the high-grade customer service and help customer achieve their financial goals.
- Providing clients effective financial instruments like personal Loans, Home Equity loans, Car loans and other value-added services.
- Actively working on client retentions by providing Increase and refinance on loan.
- Assist in collections and saving accounts from written off by providing effective solutions.
- Helping clients with financial education and help customers in credit building.
- Sell benefits of ancillary services to customers and ensure all sales are correctly recorded

Customer Service Representative

February 2022

MONEY MART - Sudbury, ON

- Dealing in cheque cashing, loans and advances, MasterCard products, Western Union and other financial services.
- Reaching out new or lapsed customers, answering routine calls, doing reminder calls and collection calls.
- Responding and thoroughly explaining details to customer requests for products, services and company information.
- Generating reports and communicating data and progress with other stores in district. Doing weekly paperwork Audits and monthly security audits.
- Monitoring cash drawers in multiple checkout stations and maintaining adequate cash supply.

Team Member

January 2021

TIM HORTONS - Sudbury, ON

- Worked at front as cashier and taking orders. Worked in drive-thru, taking order and serving customers at window in a pace environment.
- Ensure that food and service meet quality control standards.

Lead Hand

April 2019

Western Foods-Sudbury, ON

- Responsible for back up inventory.
- Preparing productions logs process orders.
- Record keeping responsibilities to ensure industrious operations.

References Available Upon Request