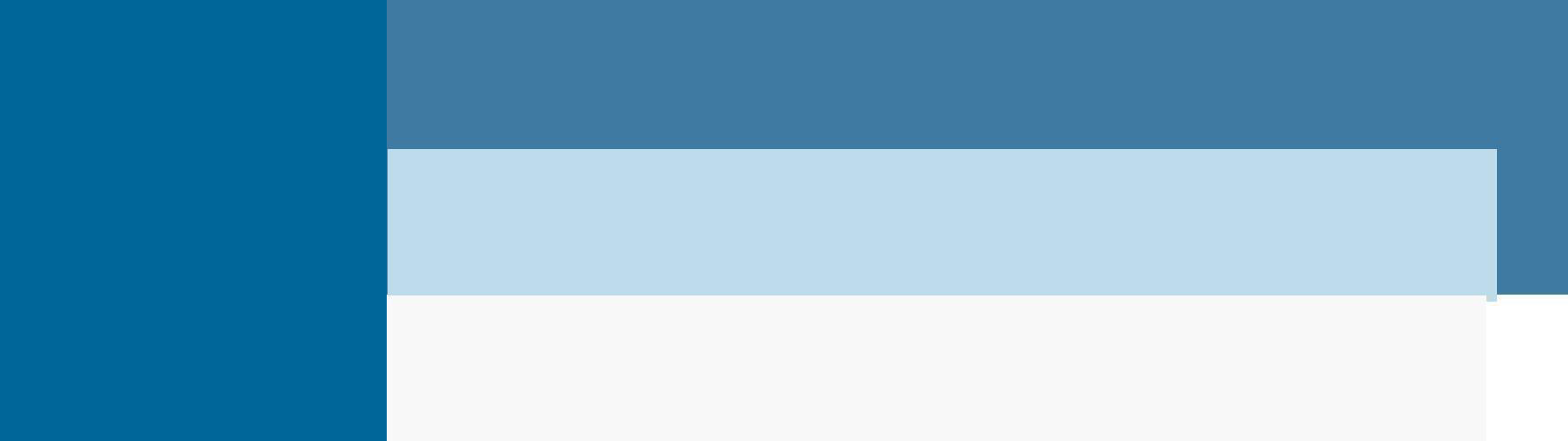
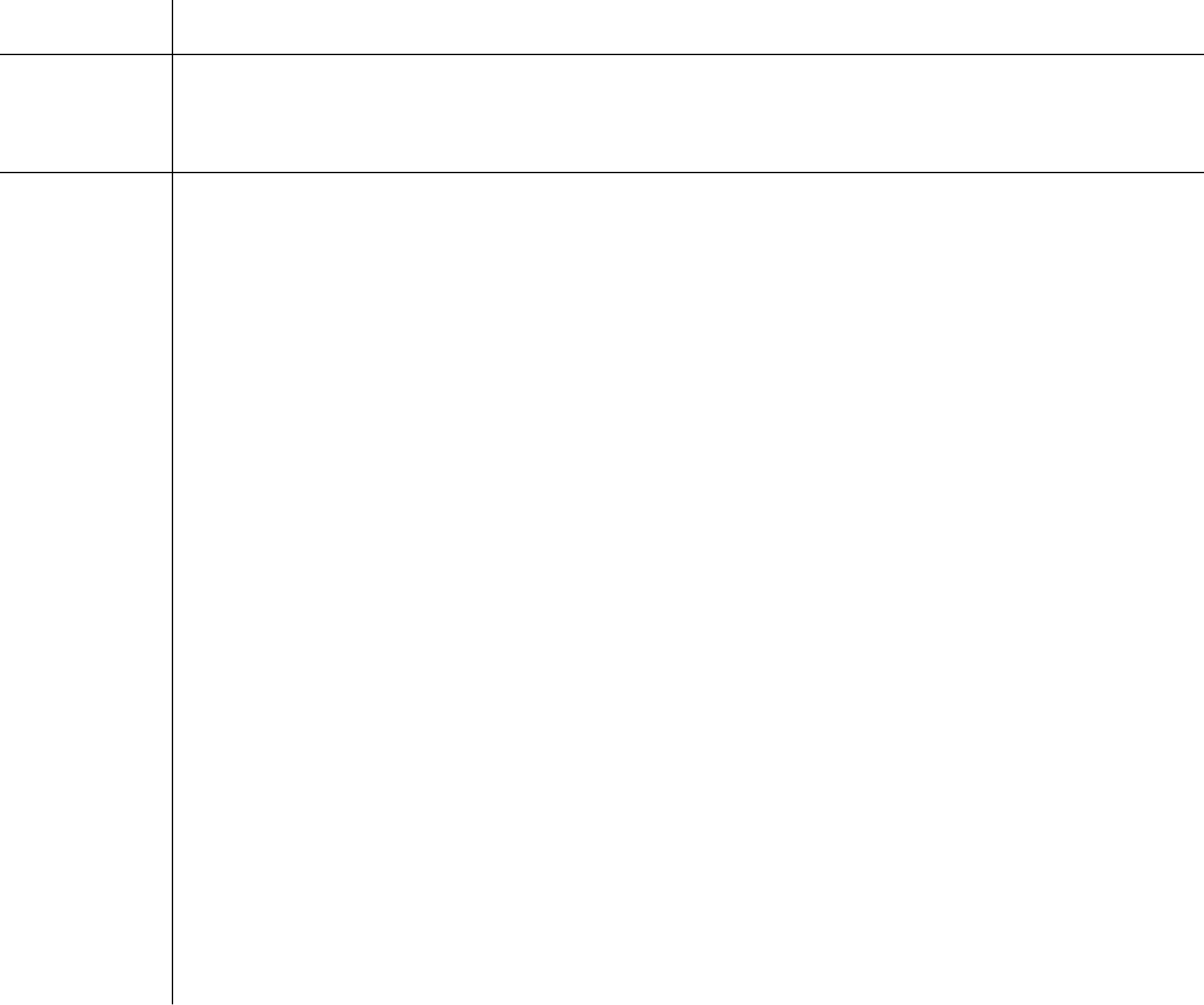
***Resume - Prashant Palav***

**Prashant Palav**

+91-8976602288  prashantpalav88@gmail.com



**Career** I aspire to be part of value adding team of an organization. I strongly believe in the concept of work

**Objective** trough positive motivation. My career planning consists of effective implementation of any given task, multi-tasking & responsibilities by the management and to be the best in all endeavors undertaken.

* + **Telesales Cum Counsellor- Executive**

**(05.06.19 – 20-05-2020)**

* Sandip Foundation.
* Attending inbound and outbound calls.
* In-charge of making outbound calls to educational consultants for admission process.
* Ensure equal convert into footprints.
* Assisting the team lead by sharing responsibilities like, checking the CRM, software, making and generating reports etc.
* Motivating and purshing team members to give their best at all times.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Visa Conusltant-Executive** | **(14.03.16 to 03.02.19)** |  |
|  |  | Hexaware Technologies Ltd. |  |  |
|  |  | Offer differentiated services and solutions to its client governments. |  |  |
| **Experience** |  | Visa application processing and consular support services offer diplomatic missions an | |  |
| **(Contd.)** |  | integrated process from submission to delivery. These services include operations, | |  |
|  | information and financial solutions for an end-to-end process, depending on specific consular | |  |
|  |  |  |
|  |  | requirements. |  |  |
|  |  | Documents scrutiny & collection for visa processing |  |  |
|  |  **Process Associate** | | **(23.02.15 to 30.09.15)** |  |

* Quikr.Com
  + Answering inbound telephone calls sometimes or chat inquiries and converting potential leads into customers by answering incoming calls/dialing outbound leads on a rotating basis, order & providing complete details like company profile, product info, price list etc
  + Prepared script to give product reference information documents transactions by completing forms and record logs maintains database by entering, verifying, and backing up data keeps equipment operational by following manufacturer's instructions and established procedures payments, invoice, claims etc. mailing invoice & dispatch details to clients & following up with logistics team.
  + Maintaining stock report of products uploading primary sale report in CRM

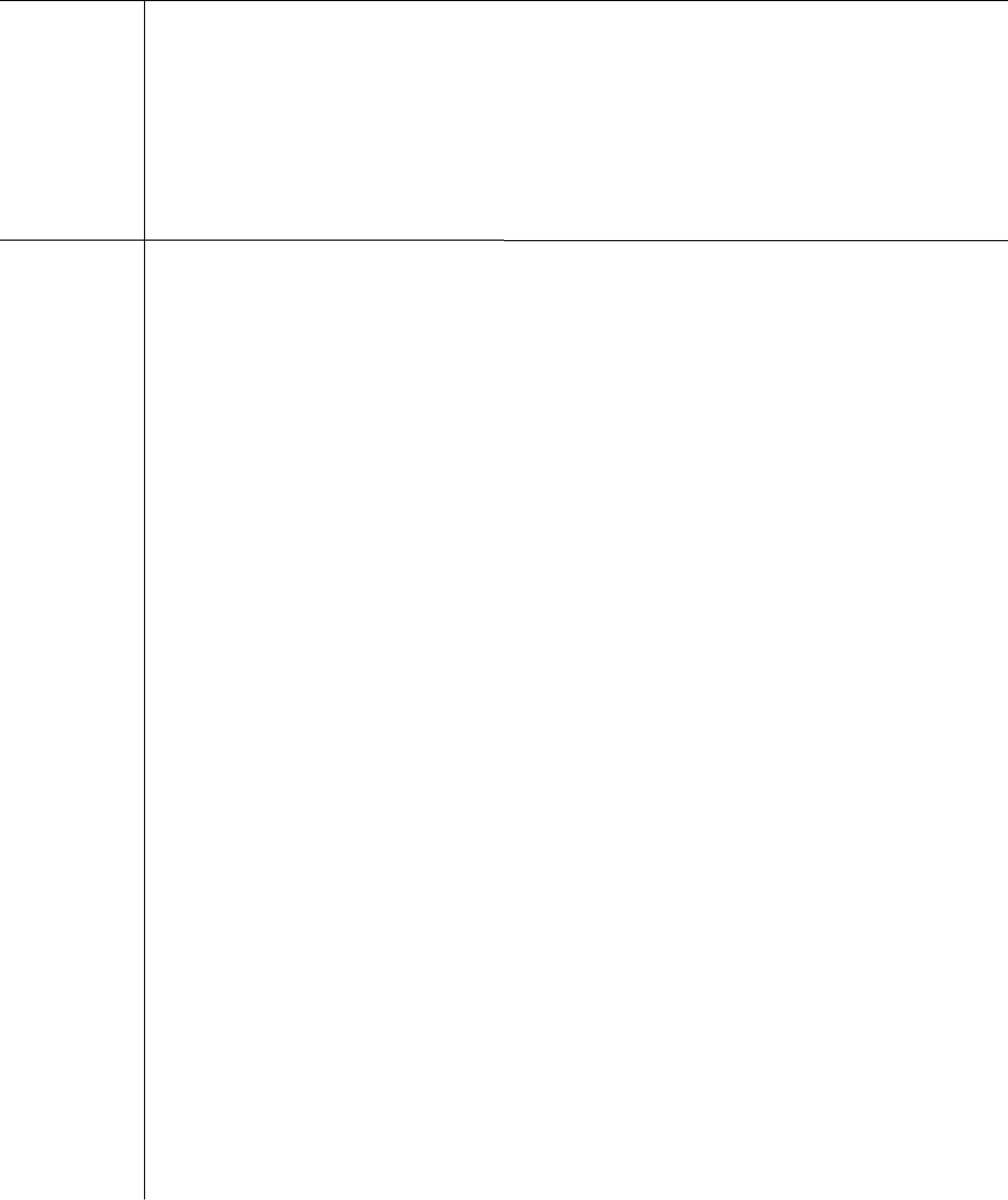


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***Resume - Prashant Palav***

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|  |  **Customer Service Professional** | | | | | | | | | | | | | | | | | | | | | | | |  |  | (**10.12.13 to 19.12.14**) | | | | |  |
|  |  Insurance Cluster - ICICI Lombard Insurance Ltd. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  Convert inquiries into sales by answering inbound telephone calls or chat inquiries | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  Converting potential leads into customers by answering incoming calls/dialing outbound leads on | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | a rotating basis; operating telephone equipment, automatic dialing systems, and other handling | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | customer complaints, escalations with patience manner, telecommunications technologies | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | influences customers to buy or retain product by following a prepared script to give product | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | reference information documents | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Transactions by completing forms and record logs maintains database by entering, verifying, and | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | backing up data keeps equipment operational by following manufacturer's instructions and | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | established procedures | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Notifying team leader of needed repairs maintains operations by following policies and procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| **Experience** |  | | | Reporting needed changes meets the monthly kpis maintains quality service by following | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | organization standards maintains technical knowledge by attending training session, reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | training modules contributes to team effort by accomplishing related results as needed | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  **Sales Coordinator** | | | | | | | | | | | | | | | | | | | | | | | |  | (**23.08.2011 to 15.08.2013**) | | | | | |  |
|  |  Arya’s Cakes & Chocolates Pvt. Ltd. | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Coordinating with sales team & distributors. | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Punching order & providing complete details like company profile, product info, price list etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  Sending agreements to newly appointed distributors. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  Collection of C-Forms. Follow-up for payments. | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Maintain & prepare daily reports (MIS). Maintain records of P.O.s & payments collected from | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  |  |  | | the distributors. | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  Handling petty cash & other admin related work  Coordinating with sales team & distributors. | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  | | | |  | |  | |  | |  | | |  |
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|  |  | | | | |  | |  | |  | |  | | | |  | |  | | | |  |
|  |  | | | **Higher School Certificate** | | | | | | | | | | | | | | | | | | | | |  | (**2005 to 2006**) | | | | | |  |
| **Education** |  | | | Vikas Jr. College, Mumbai | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
|  |  | | | **Secondary School Certificate** | | | | | | | | | | | | | | | | | | | | |  | (**2003 to 2004**) | | | | | |  |
|  |  | | | Saraswati Vidyalaya, Mumbai | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |
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|  |  |  | **Personal Skills** | | | | | | | | | | | | | | | | | |  | | |  | **Professional Skills** | | | | | |  |  |
|  |  |  |  | | | | | | |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |  |
|  |  |  | Creativity | | | | | | |  | | |  | | | |  | |  |  |  | | |  | Flexibility |  |  |  |  |  |  |  |
| **Rating of** |  |  | Teaching | | | | | | |  | | |  | | | |  | |  |  |  | | |  | Leadership |  |  |  |  |  |  |  |
|  |  |  | | | | | | |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |  |
| **Skills** |  |  | Dependable | | | | | | |  | | |  | | | |  | |  |  |  | | |  | Teamwork |  |  |  |  |  |  |  |
|  |  |  | | | | | | |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |  |
|  |  |  | Innovative | | | | | | |  | | |  | | | |  | |  |  |  | | |  | Persuasion |  |  |  |  |  |  |  |
|  |  |  |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |
|  |  |  |  | | | | | | |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |  |
|  |  |  | Planning | | | | | | |  | | |  | | | |  | |  |  |  | | |  | MS Office |  |  |  |  |  |  |  |
|  |  |  |  | | | | | | |  | | |  | | | |  | |  |  |  | | |  |  |  |  |  |  |  |  |  |
|  | | | | | |

Resume - Prashant Palav



**Personal**

**Details**

**Declaration**

* Date of Birth: 08/04/1988

Languages Known: English, Hindi, Marathi

* Relationship Status: Married
* Interests: Playing Guitar, Watching Movies.
* Nationality: Indian
* Residential Address : Flower Valley Complex, Rose Building, No.7, Flat No. 303, 3rd Floor, Majarali, Valivali Gaon, Opp.Dipali Park, Badlapur (West) Pin: 421 503
  1. I hereby declared that all the above details given are true and correct in my best knowledge and behalf.
  2. Date : **/ /**

Mumbai (Prashant Palav)