

Resume

Career Objective :

I am Looking for a Start with an organization where a right direction is added to convert my abilities into opportunities for achieving personal and professional goals along with growth of the organization.

Currently working :-

With Suraj Infotech pvt ltd from 01.07.2017 to 31.12.2019 as back office cum sales executive

Worked with Bajaj Allianz life Insurance Co Ltd as a Customer Service Representative (Operations) and Cashier from 29th may 06 till 30.06.2017.

Job Responsibility:-

- Handling data entry operations, scrutinizing the forms.
- Handling all front Office functions like handling phone calls, take care of customers. Drafting of proposals.
- Policy issuance in the system.
- Policy servicing likes Fund switching, Address change, Nominee Change etc.
- Policy printing and dispatching.
- Handling Cash counter. Proposal collections
- Maintaining MIS for cash entries.
- Maintaining data related to death claim, Policy maturity claims etc.
- Reporting to Branch Manager (Operations).

Previous Experience:-

- As A “ Front Office Assistant ”(Airport Representative) In Hotel Center Point Ramdaspath Nagpur From 17 Sep.2003 till 28.05.2006

Job Profile :

- Handling cust care, that include solving their queries.
- Taking daily reservations (booking) for our corporate guest .
- Co-ordinating daily with all the departments like House-keeping, Banquet, Purchase, Personnel, Accounts, Maintenance, Security to give quality service to our guest.
- Maintaining daily Check-in Check-out records of our guest.(Computerized)
- Solving issues i.e. Making New Air-tickets, Cancellation of Air- tickets .



- In charge for Complimentary Service. i.e. (Airport Pickup & Drop up)

Worked As a **Customer Care Support** in Satyam Online Nagpur **"The Best Customer care Awardees Team of India)** From 8, December 2000 to 27, April 2002.

Job Profile :

- Handled Domestic And Corporate Clients Queries Telephonically
- Provided Quality Solutions And Services to Domestic Corporate Clients

Areas Of Services :

- Modem Installation : Problem And Solutions
- Internet Connection Related Problems And Solutions
- Provided On the field Services to the clients for installation of internet related packages.

Secondary Role :

- Worked as a Service Engineer for taking care of customers problem by visiting the site for installation of operating system, modem.
- Carried out Tele- Marketing Activities for the sale for internet- products of the company with an average of Rs 25000- 30000 target P.M.

3) Worked As a **" Remote Customer Care"** In Agarwal Cellular's **(Franchisee)** For May, 2002 to August, 2003

Job Profile :

- Handled Domestic And Corporate Clients Queries Telephonically
- Provided Quality Solutions And Services to our customers.
- Doing Telemarketing for getting new customers/ subscribers.

Academic Record:

- Completed B.Com from Nagpur University in 1996 in second division.
- Completed P.G course in Master Degree in Industrial Relation and Personnel Management in 1998 first division.

Personal Details :

Name : Harshad Jayant Ringay

D.O.B: 2/09/1975

Address for correspondence : B2-32, Aditya Apartment, Sinhagad Road, Suncity ,
Pune-51

Contact no: 9890057995/9860610995

Email : nringay@gmail.com

Computer Skill :

M.S Office, D.I.S.M, ORACLE ,VB, INTERNET SURFING.

Extra- Curricular Activities & Achievements :

- Active Member Of Vidarbha Industries Associations (VIA)
- Participated in The Ten Day UGC Sponsored Work Shop On Research Methodology Organized By The Academy Of Human Rights Nagpur University.
- Certificate From Institute For Personality Development Ahmadabad Jointly Sponsored By VIA For Successfully Completing " The Achiever" Workshop
- Brain bench Certified in Computer Fundamentals (Win 95/98)

Date:

Place:

(Harshad Jayant Ringay)

