**SUMIT RAMRAJE**

**B.Com Graduate with 3 years experince with ICICI bank & 4 year experince of working with TCS EserveLast Active** : 06-Aug-2015 | **Last Modified** : 06-Aug-2015

* **Email**sumit.ramraje@yahoo.com
* **Mobile No.**+91-9819997225
* **Date Of Birth**08 June 1982
* **Job Title**Senior Process Associate
* **Company**TCS Eserve
* **CTC**Rs. 3.30 Lacs
* **Total Experience**9 Yrs 0 Month
* **Gender**Male
* **Location**Mumbai / Navi Mumbai / Thane

**Job Details**

* **Job Title:**Senior Process Associate
* **Functional Area:**Back Office Operations
* **Industry Type:**BPO / Call Center
* **Company:**TCS Eserve
* **Years in the job:**5 Yrs
* **Job Title:**Customer Service Manager
* **Functional Area:**Back Office Operations
* **Industry Type:**Banking / Financial Services
* **Company:**ICICI Bank Ltd
* **Years in the job:**2 Yrs

**Educational Details**

* **Qualification level:**Graduation
* **Education Stream:**Commerce
* **Institute Name:**Mumbai University
* **Course Type:**Full Time
* **Year Of Passing:**2004
* **Qualification level:**10+2 or Below
* **Education Stream:**Commerce
* **Institute Name:**Mumbai University
* **Course Type:**Full Time
* **Year Of Passing:**2004

**Skills**

[All Type of Loans 3 Yrs](javascript:void(0))

[Working for TCS Eserve 3 Yrs](javascript:void(0))

[Customer Service (Non-Voice) 7 Yrs](javascript:void(0))

[Customer Service (Voice) 7 Yrs](javascript:void(0))

[Customer Service 3 Yrs](javascript:void(0))

[Operations 4 Yrs](javascript:void(0))

**Other details**

* **Largest team size handled**5+
* **Notice period**1 week

**Preferences**

* **Job Location**Nashik
* **Functional Area**Back Office Operations | Customer Service (Domestic) | Customer Service (International) | Operations Management / Process Analysis
* **Industry**Banking / Financial Services | Government Department | BPO / Call Center | Recruitment Services | Telecom / ISP | KPO / Analytics | Insurance
* **Job Type**Full Time
* **Shift Type**Any
* **Salary**Rs 2.0 - 2.5 Lakh / Yr

**Resume**

SUMIT RAMRAJEFlat No. 13,Narayan Society,Model Colony,Shivshakti Nagar,Jail Road,Nasik 422101.Contact Number : 9819 997 225E-mail: sumit.ramraje@yahoo.com, sumit08\_ramraje@rediffmail.comSummaryAbout 3 years of experience in Banking and Financial domainCore Skill areas are handling all types of Loans, Relate and interface easily with top managementHandled Mortgage process for US clients for more than 5 yearsSales Experience for more than one yearWorking Experience in reverse order:Worked with ?Tata Consultancy Services? in Mortgage Banking Operations Department. Designation: Senior Process Associate.Duration: From 02nd March 2009 to 09th September 2014.JOB PROFILEOperations and Date Entry for U.S Mortgage Process (Back-Office).Solving customer?s queries through email and correspondence.Providing Process improvements.Training the New Associates.Maintaining Customers Escrow Account.Researching Payoff details and sending to the customer.Maintaining customer profile.Maintaining Day to Day Volume.Maintaining Error ReportMaintaining Schedule Adherence Report 2. Worked with ?ICICI Bank Ltd? in Customer Service Phone Banking Department. Designation: Customer Service Manager (CSM),Duration: From 28th February 2006 to 09th January 2009JOB PROFILEWorked as Customer Service Manager in Customer Service Phone Banking in Loans Department.Handling Senior Management Escalated cases by dealing with all branch members within India.Providing Training to the New Associates.Providing Process Improvement.Providing End to End resolution to the customers with quick response.Preparing Productivity grid of each subordinate and reporting to supervisor. 3. Worked with ?Shopper?s Stop Ltd.? Andheri (West) Branch. Designation: Customer Care Associate (CCA),Duration: From 09th October 2004 to 26th February 2006.JOB PROFILEHardcore SalesAssisting the customers to their complete satisfactionEDUCATIONAL QUALIFICATION Passed T.Y.B.Com. From Mumbai University with 50% (2003-2004) Passed H.S.C from J.M.P.C College of Commerce & Science Mumbai with 45% (2000-2001) Passed S.S.C from M.N. English High School Mumbai with 50% (1998-1999)Cardinal AttributesPositive attitude and commitment to work.Good grasping power and analytical skills.Good communication skills and interpersonal skills.Personal InformationName : Sumit RamrajeNationality : IndianGender : MaleMarital Status : SingleDate of Birth : 08 June 1982Languages Known : English, Hindi and Marathi.Date :