

## KALYANI KAILASH GAJBHIYE

kalgajbhiye@gmail.com | 93728 81090 | <https://www.linkedin.com/in/kalyani-gajbhiye-53381ab0>

### PROFESSIONAL SUMMARY

---

Results-driven professional with extensive back-office experience and a successful transition to recruitment in the staffing industry. Skilled in administrative support and client coordination, now excelling in candidate management, interview scheduling, and optimizing hiring processes. Proven track record in enhancing recruitment efficiency and delivering high-quality staffing solutions.

### WORK EXPERIENCE

---

#### FIRESTONE GLOBAL | ASSOCIATE CONSULTANT -January 2022 – Present

- Executes comprehensive candidate screening, shortlisting, and interview scheduling to enhance recruitment process efficiency.
- Conducts initial resume screenings and preliminary interviews, assessing candidates for availability, interest level, salary expectations, and relocation needs.
- Evaluates communication, presentation, and technical skills to shortlist candidates; collaborates closely with managers to schedule interviews and negotiate offers.
- Manages end-to-end candidate follow-up, ensuring a seamless onboarding experience.
- Tracks and analyzes recruitment metrics, leveraging data-driven insights to refine sourcing strategies and improve recruitment outcomes.

#### PRIMASSURE LLP | OFFICE EXECUTIVE - January 2021 – September 2021

- Managed daily office operations including filing, documentation, and correspondence.
- Maintained and updated financial records, client files, and compliance documents.
- Handled petty cash, prepared expense reports, and supported payroll activities.
- Coordinated with financial consultants and clients for meetings, follow-ups, and data collection.
- Drafted letters, emails, and reports for client communication and internal use.
- Ensured accuracy in data entry, spreadsheets, and reports using MS Excel.
- Answered phone calls, responded to queries, and redirected inquiries to the appropriate department.
- Managed scheduling of meetings, appointments, and travel arrangements.

#### THS REPRESENTATIONS | OFFICE ASSISTANT -July 2018 – October 2020

- Provided administrative support including handling correspondence, filing, and data entry.
- Maintained petty cash records and prepared daily/weekly expense reports.
- Managed client inquiries via phone and email, ensuring timely responses.
- Processed invoices and assisted in basic accounting tasks.
- Ensured smooth day-to-day office operations, including stationery and office supplies management.

**MAHAJAN GROUP | TELECALLER -July 2017 – December 2017**

- Conducted outbound calls to potential customers to promote home, mortgage loan, and business loan products.
- Generated leads by explaining loan features, eligibility, and documentation requirements.
- Scheduled appointments for field sales officers with interested clients.
- Followed up with leads and maintained regular communication until closure.
- Maintained records of daily calls, leads generated, and conversions in Excel.
- Achieved daily/weekly call targets and contributed to team loan disbursement goals.

**PROPERTY PISTOL REALITY PVT. LTD | SALES EXECUTIVE -July 2016 – June 2017**

- Made outbound calls to prospective buyers to promote residential and commercial property listings.
- Generated and qualified leads through cold calling, online inquiries, and referrals.
- Scheduled site visits and coordinated with sales teams for property showings.
- Maintained and updated lead databases to track client interactions and follow-ups.
- Built and maintained client relationships to drive repeat business and referrals.
- Assisted in negotiation and closing of deals in coordination with the sales manager.
- Achieved monthly sales/lead generation targets consistently.

**1 POINT 1 SOLUTION | CUSTOMER SERVICE EXECUTIVE -February 2015 – February 2016**

- Handled inbound customer calls regarding product features, pricing, and availability.
- Processed product orders and ensured accurate entry in the system.
- Assisted customers with payment options, delivery timelines, and order tracking.
- Resolved customer complaints, queries, and return/refund requests promptly.
- Cross-sold and upsold products during customer interactions to increase revenue.
- Maintained detailed records of customer interactions and transactions.
- Met daily/weekly call handling targets and quality benchmarks.
- Provided after-sales support to enhance customer satisfaction and retention.

**MAGIC HOLIDAYS | TELEMARKETING EXECUTIVE-February 2014 – December 2014**

- Conducted outbound calls to prospective customers to promote holiday and travel packages.
- Generated leads by explaining package features, pricing, and promotional offers.
- Collected customer information and scheduled follow-up calls for sales closures.
- Maintained and updated the database of leads, prospects, and conversions.
- Achieved daily/weekly Tele calling targets for lead generation and sales.

## **EFFORT BPO LTD | CUSTOMER SERVICE EXECUTIVE -April 2013 – January 2014**

- Made outbound collection calls to customers for payment reminders and overdue accounts.
- Negotiated payment plans and assisted customers in resolving outstanding dues.
- Handled customer objections with professionalism while ensuring compliance with company policies.
- Recorded customer interactions, commitments, and payment updates in the system.
- Followed regulatory guidelines and maintained confidentiality of customer financial data.
- Escalated high-risk or non-responsive accounts to senior collection officers.
- Achieved daily/weekly targets for call volume, collections, and recovery percentage.

## **EDUCATION**

---

Mumbai University • 2009-2012

Bachelor of Arts in Economics in Economics | Mumbai, India

## **Personal Information**

---

- **Date of Birth:**-05<sup>TH</sup> Dec 1991
- **Gender:**-Female
- **Nationality:**-Indian
- **Languages Known:**- English, Hindi, Marathi
- **Marital Status:**-Married
- **Address:**-A-205, Guru Kutir Building,  
Sector-11, Kalamboli, Navi Mumbai-410218

**Kalyani Kailash Gajbhiye.**