

Curriculum Vitae

SANGEETA NARAYAN NADKARNI

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Personal Details:

Date of Birth : 21st September 1983

Marital Status : Married.

Languages Know : English, Hindi, and Marathi.

EDUCATIONAL QUALIFICATION:

- 1 Passed **T.Y.B.A** in March 2005 IInd division from Birla College of Mumbai University.
- 2 Passed **H.S.C.** in February 2001 Grade II from Birla College of Mumbai University.
- 3 Passed **S.S.C.** in March 1999 Grade II from Century Rayon High School of Mumbai Board.

COMPUTER PROFICIENCY:

- Operating Systems : Basic Computer course from Keerti Institute
- Applications : MS-Office.
- Typing : Typing speed of 30 W.P.M.

CAREER OBJECTIVES

Seeking a position to utilize skills and abilities to expand a career at par with my qualification & enthusiasm in an organization that offers professional growth while being resourceful & innovative and allow me to exploit my skills.

EXPERTISE SUMMARY:

- Excellent verbal and written communication skills.
- Aggressive with drive and high energy levels who shows potential to mentor/lead a team of Financial Consultants
- Strong Leadership qualities and ability to coach and mentor others
- Experience in sales and customer relationship

TOTAL WORK EXPERIENCE: 9 Years 11 Months

INDUSIND BANK LIMITED: 1 year 4 month

Job Profile in INDUSIND BANK LIMITED:

Joined as a **Acquisition Manager** in Personal Loan and Credit Card Department.
(May 2016 to August 2017)

Functional Responsibilities:-

- Giving information to the customers about Credit Card & Personal Loan on Phone
- Presentation to Corporate Clients
- Collection of Documents from Clients

Achievements:

- Achieving the given targets every month.
- Rewarded once as a STAR OF THE MONTH in Mumbai Branch.

LARKINS GROUP (GALA GROUP – SIDHI GAURAV) : 8 Months

Job Profile in Larkins Group (Gala Group – Sidhi Gaurav) :

Joined as a **Team Leader** in CRM Department in Thane Branch
(From June 2015 to January 2016)

Functional Responsibilities :-

- Handling Team of 20 Tele callers.
- Provide training to all new Tele caller and take a mock call
- Arrange product training to low perform tele caller
- Handling Sales Department.
- Preparing MIS report on Daily Basis
- Every week take feedback call.
- Sending mails as per customer requirement.
- Every month maintain records of Sites Visit Customers.
- Going on each site & Handling walking Customers.

Achievements:

- Targets achieved every month as given by seniors.
- Have done highest number of walking visit for the site & Booking in Thane branch.

AIRTEL(BHAVNA TELETECH PVT LTD) : 2 Year

Job Profile in Airtel (BHAVNA TELETECH PVT LTD) :

Joined as an **Operation Manager** in Admin department Handling of Mumbai branch.
(Branch of Mulund and Ghatkopar) (July 2013 to May 2015)

Functional Responsibilities:-

- Ensuring adherence to all daily tasks
- Review of all reports that need to be sent on a on ongoing basis
- Team Rotation Management
- New Hires : Recruitment / Training
- Provide training to new Tele callers and existing Tele callers
- Arrange product training to the Low performe Tele callers
- Back up Management for complete team
- Managing Attrition / Leave and off days
- Refresher Training Program creation and implementation
- Compliance parameters to various Audits (calenderisation) and implementation
- HR compliance

MATRIX CELLULAR PVT LTD: 4 Years 8 Months

Company Profile: Matrix is International Telecom Company. Company located in the 1995. There are 22 offices (18 India & 4 Overseas).

Job Profile in MATRIX CELLULAR PVT LTD:

Joined as a **Supervisor (Team Leader)** in International Process. Handling of Mumbai branch. (Nov 2008 to June 2013)

Functional Responsibilities:-

- Handling Team of 20 Tele callers.
- Provide training to all new Tele callers and take a mock-call
- Arrange training process
- Handling Mumbai Branch.
- Preparing MIS report.
- Making files of picked up leads along with required documents.
- Arrange the International Sims, Foreign Currency & Data Card.

Achievements:

- Achievements are target achieved every month.
- Every Month I was selling of highest International Sims Card.

HDFC BANK LIMITED: 2Years

Company Profile: After successfully merger of CBOP (Centurion Bank of Punjab) with HDFC Bank customer base of bank by 11%. After accounting last financial year HDFC bank declared second largest bank in India in terms of market capitalization. Retail sector is one of the powerful parts of bank which tackle small and middle class customer base.

Job Profile in HDFC BANK LIMITED:

Joined as a **Territory Manager (Team Leader)** in Auto Loan Department. Handling Web Channel and Back office section. (Nov 2006 to Oct 2008)

Functional Responsibilities:-

- Handling Team of 30 Tele callers.
- Provide training to all new Tele caller and take a mock call
- Coordinate staff training programme based on organisation
- Arrange or conduct training process
- Handling various sub-channels of Web Channels.
- Preparing MIS report of these sub-channels.
- Maintaining Lead Tracking System.(LTS)
- Making files of picked up leads along with required documents.
- Calculate and maintain records of Rate of Interest (ROI) on different types of vehicles.
- Doing online Insta login for pre-approved loans and Normal logins for others.

Achievements:

- Achievements are target achieved every month.
- Stood second in Andheri Branch for selling highest number of Auto loans.

Reference: _____

Date: _____

Sign: _____

Place: _____

