

Keshav Narayan Mali

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Education

Year	Degree/Exam	Institute	CGPA
2018-21	Bachelor's in hospitality & Tourism Studies	Suryadatta Institute of Management & Technology - Pune	6.30/10
2016 -18	HSC	GTP College - Nandurbar, Maharashtra	66.62%
2016	SSC	Eklavya Vidyalay, Nandurbar	87.60%

Corporate Skillset

- Technical: Office 365 Package (Excel, Word, PowerPoint), Google suits (Sheets, Docs, Slides, Forms)
- Operations & Management: Customer Relationship & Management
- Editorial: Content Editing & Proof-reading of emerging contemporary literature in 3 languages i.e., English, Marathi, and Hindi
- Banking: Finacle, Dotnet, Unified Desktop, Siebel, etc.

Professional Experience

- **Data Operations, Pocket FM** [Jan 2022- Jul 2022]
 - Developed, evaluated, and analyzed content and conceptualized design for standardized test publisher.
 - Edited and proofread test content closely using a checklist developed from client specifications, and advised colleagues on points of grammar, spelling, punctuation, and word usage.
 - Managed temporary editors who seasonally helped with heavy assignment volumes.
- **Customer Support Executive, Kotak Mahindra Bank** [Jan 2023 – Jan 2024]
 - Resolving phone and email customer inquiries.
 - Processing and logging incoming calls into the CRM system.
 - Identifying customer needs and providing First Time Resolution.
 - Forwarding and escalating inquiries to relevant individuals and departments.
 - Contacting customers to give them accurate feedback on the progress of their inquiries.
 - Updating customer information as required. Maintaining confidentiality of information.

- Attending training sessions to grow knowledge of products and to develop customer service skills.

- **Intern, Lemon Tree Premiere Hotel**

[June 2019 - Oct 2019]

- Front Office Executive, Food & Beverage Department

Areas of Interests

Data analysis and interpretation, Banking, Operations, Micro-enterprises, Product Value Chain, Customer Service

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

KESHAV MALI

Place:

Signature