

Parmod Yadav

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PROFILE

Highly motivated and results-oriented Customer Care Representative with 5 years of work experience. Seeking to leverage my strong interpersonal and problem-solving skills to further enhance customer satisfaction and contribute to the growth and success of the organization. Committed to providing exceptional service, resolving inquiries efficiently, and consistently exceeding performance targets while continuously expanding my knowledge.

PROFESSIONAL EXPERIENCE

12/2020 – 07/2023
Mumbai, India

Athena BPO Pvt Ltd

Coordinator

- Evaluate loan applications, ensuring completeness and accuracy of documentation.
- Address customer inquiries and concerns professionally and efficiently.
- Prepare and process loan documents in accordance with bank policies and regulatory requirements.
- Follow established underwriting guidelines to make informed lending decisions.
- Work closely with sales and marketing teams to promote loan products and campaigns.
- Highlight specific achievements, such as meeting or exceeding sales targets, reducing loan processing time, or improving customer satisfaction scores.

05/2018 – 12/2020
Mumbai, India

Athena BPO Pvt Ltd

Calling Executive

- Efficiently process credit card applications received from various sources.
- Verify the accuracy and completeness of applicant information and documentation.
- Handle sensitive customer information with the utmost confidentiality.
- Ensure that documents are properly indexed and stored for easy access and retrieval.
- Respond promptly to applicant inquiries and provide clarification on application-related queries.
- Provide data and insights to management for decision-making and process improvement.

EDUCATION

06/2014
Rohtak, India

Bachelor of Computer Applications

Maharshi Dayanand University

SKILLS

- Reporting and Documentation
- Technical Proficiency
- Customer Relationship Management

LANGUAGES

English



Hindi

