

Alok Dharwa

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PROFILE SUMMARY:

- **A competent professional** with over **18 years** of experience in **Finance company, Tele communication & Technical Field**.
- Having Experience of 11+ Years in Daily **Branch Operational work, Cash Management, and Recovery**.
- Having Experience of 11+ Years in customer services with **Poonawalla Fincorp Ltd** as a **Customer Service Officer**.
- Having experience of 1.5 Years for service delivery (MIS) in Tele communication.
- Having knowledge of handling **CNC machines** for making Optical Fibre.
- **IRDA certified** (Certificate No: SP0154121825) for procuring or soliciting insurance business in the category of General Insurance

ACADEMIC DETAILS:

- **B. Sc. (Computer)** from DAVV Indore (1996-1999) with **61.63%**
- **Senior Secondary** (12th) from Hr. sec. school Dhamnod (1995-1996) with **60.66%**
- **Secondary** (10th) from Hr. sec. school Dhamnod (1993-1994) with **59.69%**

SKILLS:

- **Technology** : Working on CRM, Lead Square and Finnone software
- **Tools** : Cash Management and Branch Operation Management

ORGANIZATIONAL EXPERIENCE AND DETAILS:

- Presently working with **Poonawalla Fincorp Ltd** (Previously known as Magma Fincorp Ltd)
Period-March 2009 to December 2010 & continuing since 2012
- Worked with **Reliance Communication Ltd** on behalf of Addeco Flexione Workforce Solutions Ltd
(Period-Oct 2007 to Feb 2009)
- Worked with **Sterlite Optical Technology Ltd** (Aurangabad, Maharashtra)
Period-26th March 2001 to 01st June 2006.

Training:

Basics of six sigma, brief firefighting training conducted by A. Deshpande & co. Aurangabad, safety training by parag enterprises Mumbai, training of health & family welfare, first-aid to the injured by st. John ambulance association.

Key Result Areas:

- Managing **cash** and **operations** in Branch
- Managing and tracking changes, preparing reports and updating documents for all operation related work

- Handling **customer service** as a customer service officer.
- Collection from the customers/ collection executives for the field collections is done as per the Guidelines for Safe keeping of Cash.
- Reconciliation of daily cash & cheque collection & Timely deposit of Cash & PDC's and ensuring fund transfers on daily basis
- Handling **Operational work** of Products like **Car** (New and Used), **CV, CE, CV Refinance** and **Insurance** Operations. Managing all **RCU** process for products handling.
- Ensuring that quality of customer interaction is at the highest levels, every complaint/ request/ lead is captured and communicate the accurate TAT's, to take ownership of every complaint and resolve it end to end with minimum escalations.
- **Generating leads** from walk in customers/calling to existing customer for referral & provide leads to concern team
- To co-ordinate with other departments at Branch for smooth functioning, Coordinate with **Admin** for timely renewal of Trade / Shops & Establishments Certificates, clearing all Monthly Expenses & Vendor bills, resolving the Branch Admin issues within time, Coordinate with CMS Helpdesk for resolving the Branch **IT related** issues, Coordinate with **HR** regarding Employee ID card/ ESI Card etc.

Package and Notice Period:

- Notice Period is **2 Months**
- Preferred location is **Indore**

PERSONAL DETAILS:

Fathers Name: Late Shri Ramchandra Dharwa
DOB: 18/08/1978
Languages: Hindi & English
Marital Status: Married
Nationality: Indian
Address: 122, Indira Gandhi Nagar, Indore MP
Email Addresss: alokdharwa84@gmail.com

Date: 16.11.2022
Place - Indore

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