

SANDEEP KUMAR

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HNO. 11 A AZAD NAGAR NEAR RATIA CHUGNI, FATEHABAD

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• **Career Perspective**

- Obtain a position with an organization that will provide me challenging responsibilities in the area of Customer Data Administration, CMG & Customer Care.

• **Work Experience**

- Presently working as Branch Operations Manager (OPS Department) @ Poonawalla Fincorp Ltd. (Formerly Known as Magma Fincorp Ltd.) Fatehabad since Dec 2021 to till date.
- 3 year & 11 Months experience as Branch officer (OPS Department) @ L&T Finance Ltd. Since Jan 2018 to Nov 2021.
- 1 year & 9 Months experience as Activation Officer @ IDEA Aditya Birla Group Hisar since Nov 2015 to Aug 2017.
- 11 Months experience at OASIS PRIVATE LIMITED Videocon as a Data Entry Operator & CAF Pickup since Dec 2014 to Nov 2015.
- 9 Months experience at NSB BPO PRIVATE LIMITED Airtel as a Data Entry Operator & Team Leader since Oct 2013 to July 2014.

• **Key Responsibilities Handling (L&T Finance Ltd & Presently Working)**

- Handling cash and accounts as cashier.
- Handling customer services.
- Taking care of customer services in which I am handling queries related SOA, NOC, RPS, FC..etc in farm equipment loan.
- Taking care of pre and post disbursement of farm loan.
- Taking care of farm loan queries related to rectification in EMI, Engine Number, Chassis Number, RC (this is post disbursement queries).
- Maintaining Daily MIS Report, Cash In or Cash Out, others reports and send it to the concern department.
- Maintaining daily record of CMS cash receiving and deposit slips record.
- Taking care of farm loan queries related to legal notice.

• **Key Responsibilities Handling (IDEA)**

- Taking Care of Corporate Accounts & Distributor's Satisfaction & give them quick response.
- Handling all queries and complains.

- Maintaining Daily MIS Report, Activation, Rejections & others reports and send it to the concern department.
- Maintain audit report sales products and active accounts on monthly basis.
- Doing postpaid and prepaid sale products activate as per target at Idea office.
- Resolve all infra related issues.
- Taking Care of all queries related prepaid or postpaid.
- Always try to close the Distributor queries with in the TAT.

• **Qualification**

Qualification	University/Board	Year of passing	Aggregate
10th	BSEH, Bhiwani	Feb, 2009	59.60%
12th	BSEH, Bhiwani	Mar, 2011	59.80%
Graduation (B.A)	MBU, Solan Himachal	June, 2014	73.60%

• **Computer Knowledge**

- MS Office - MS Power point, MS Word, MS Excel Etc.
- Internet Surfing

• **Strengths**

- Self confidence
- Team Building & organizing skills.
- Honest & Hardworking
- Initiated new process and innovated new ideas to give a better solution
- Smart Working

Date : _____

Place : Fatehabad

Sandeep Kumar