

Sourabh Nargude

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Present Address: room no 302 3rd floor Mauli Krupa building Ramchandra Nagar lane no. 1 Khandve nagar pune Maharashtra - 411014

Summary:

Have an experience of 38 months in support. Proven ability to enhance productivity and increase efficiency. Have an expertise in handling calls, managing data to convert a lead into sales.

Professional Experience:

Poonawalla Fincorp Limited, Pune

(April'22 - Till the date)

Sr. Executive – Digital sales

- Taking Inbound calls to find qualified leads in the market.
- Follow up on each and every customer seeking for loan, engage in intelligent conversations with these inquiries and get them and also taking documents through mail.
- Update record in database with call activities and generate alternate contacts.
- Resolving concerns related to the loan.

Bajaj Allianz Life Insurance Company, Pune

(March'21-April'22)

Chief Customer Relationship Manger (CCRM)

- Making outbound call and inbound calls to find qualified leads.
- Follow up on company's marketing inquiries.
- engage in intelligent conversations with these till policy issuance.
- Offering best of product as per customers need.

Poonawalla Finance Limited, Pune

(March'20-March'21)

Customer Care Executive (CCE)

- Making outbound calls to find qualified leads in the market.
- Follow up on company's marketing inquiries, engage in intelligent conversations with these inquiries and get them and taking documents through mail.
- Update prospect database with call activities and generate alternate contacts.
- Handling the customers concerns.

Hinduja Global Solutions, Pune

(Oct'2018– Sept'2019)

Customer Relation Officer (CRO)

- Making outbound (cold) calls to find qualified leads in the market
- Follow up on company's marketing inquiries, engage in intelligent conversations with these inquiries and get them interested in setting up appointments or personal meetings.

Education:

- S.S.C – Maharashtra Board - Pune
- H.S.C – Maharashtra Board - Pune
- B.Sc. – Shivaji University - Kolhapur

Languages Known:

- English
- Hindi
- Kannada
- Marathi