

# CURRICULUM VITAE

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Alwar (Raj) 301001

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## **CAREER OBJECTIVE**

To achieve a challenging position in my profession where I can contribute my best service to the organization for its development using my skills & experience acquired.

## **EDUCATIONAL QUALIFICATION**

- Senior Secondary from Board of Secondary Education, Ajmer in 1997.
- B.com from Rajasthan University in the academic year (2000)
- Post Graduate Diploma in Computer Application (P.G.D.C.A) from Kurushetra University Harayana. (2001).
- Pursing PGDBA (Finance) From Symbiosis Pune

## **WORK EXPERIENCE**

### **CURRENT ASSIGNMENT**

**Organization: Poonawalla Fincorp Ltd. (Previously known as Magma Fincorp Ltd.) Alwar**

**Designation: Branch Customer Service Officer**

**Dec 2006 – Currently Working**

### **CURRENT JOB RESPONSIBILITY**

- Manage the development of data model and algorithms to help understand customer data,
- Development of technological solutions to customer analytics available to COE,
- Product teams Drive key customer acquisition and retention strategies,
- Using data modeling Support campaign management team with comprehensive insights around traffic flow,
- Customer engagement to optimize better experience, Develop different recommendation engine,
- Customer Service request, query and grievances resolution,
- Co-ordination with compliance department, accounts department, legal department,

- sales department to tracking customer complaints,
- Managing loan service of state after landing to customer like loan closer, ACH clearance, EMI repayment, charges issue and refunds,
- Managing branch customer service parameter basis of company and industry norms.
- Managing claim escalation of died customers to making relief to them,
- Lean projects Identifying and eliminating barriers to accuracy, productivity, and quality,
- Identify customer impacting issues, working out and implementing solutions and process improvements to increase customer satisfaction rate,
- Customer service for auto finance customer, General Insurance customer and Life Insurance customer,
- CRM management for customer service

Achievement: Poonawalla Fincorp Ltd. Wins Best NBFC in Customer Service of the year.

### **PREVIOUS JOB RESPONSIBILITY**

Responsible to check the physical file as per credit policy and process the auto Loan and Business Loan cases

Responsible to maintain data in open office

Case Preparation & Loan Eligibility

Calculate Responsible to check dedupe status.

Responsible to case preparation and forward to Reporting Manager for Approval.

Handling and management of cash collection and prepare relevant docs and send to concerns

All activities regarding vehicle insurance e.g., prepares insurance after taken follow up with customers and concerns

Maintenance the office work like taking care of Fund flow statement, Cash Handling, Banking operations, Petty Cash attendance. Maintenance office bills (expenses & Assets maintenance) and verification of office assets.

Ensure that file is complete before approval and disbursement and review of monthly MIS of operations.

Communication with management and administrative activities such as custodian of audit related data, files, Records, documents, working papers, and related activities.

Co-ordination with customer as well as field officer regarding collection of EMI" s and other area.

Worked with M/s **Jasoria Traders C&F of Shree Cement Ltd.** As an Accounts Assistant for one year.( March 2002 to Feb 2003).

Worked with **Dainik Bhaskar** A leading Daily News Paper in India at its Alwar Location as a **Sr. Accounts Executive cum Recovery Officer** since (March 2003 Dec'06)

### **JOB PROFILE**

- ✓ Maintaining & supervising daily basis cash & banking transactions
- ✓ Feeding, checking and making payments of purchases & sales vouchers.
- ✓ Preparing Bank & Branch Reconciliation Statements, MIS.
- ✓ Rising Debit, Credit Notes & Journal Vouchers.

- ✓ Distribution of employee's salary with references to their loans, advances and deductions.
- ✓ Resolving all kind of accounting related problems.

### **STRENGTH**

- Result oriented approach with high personal and career goals.
- Excellent interpersonal skills.
- Good presentation and public relation skills.
- Working knowledge of window 98, XP, Ms-Office, Tally, Internet etc.

### **PERSONAL PARTICULARS**

Father's Name	:-	Sh. Shiv Prasad Khandelwal
Date of Birth	:-	27 <sup>th</sup> June 1979
Language Known	:-	Hindi & English
Marital Status	:-	Married
Nationality	:-	Indian

Date:- \_\_\_\_\_

Place:- \_\_\_\_\_

**(Rakesh Khandelwal)**