



# TEJAL YASHAVANT UKIRDE

Manager

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**A:** Mumbai, India

**Date of Birth:**

09/11/1991

## TOOLS & SKILLS

Siebel Financial Services



MFSS



Microsoft Office



CRMNext



DotNet



Finacle



Communication



Leadership



## PROFILE

Highly motivated, enthusiastic and result oriented person having 7 years of experience in the field of relationship management in banking sector

## EDUCATION

**BSc. Computer Science | D.G. Ruparel College of Arts, Science & Commerce, Mumbai**

**H.S.C. Science | Kirti College of Education, Mumbai**

**S.S.C. | I.E.S Mahatma Jyotiba Phule Kanya Shala, Mumbai**

## EXPERIENCE

**Manager (Senior Virtual Relationship Manager) | Kotak Mahindra Bank Limited, Mumbai**

Jul 2018 - Feb 2022

- Communicate with customers each day to understand their needs and resolve their issues
- Collate customer feedback and recommend service delivery improvements to management
- Coordinate with the field officer and assure timely service delivery to the customers
- Drive market leading standards for conduct and controls in line with bank values and expectations
- Won many contests and also maintained top spot in YTD ranking
- Got promoted to Manager from Deputy Manager

**Relationship Officer | Axis Securities Pvt. Ltd., Mumbai**

Sep 2017 - May 2018

- Responsible for the core sales of premium credit cards of Axis Bank
- Closely work with clients to handle their queries and help them in resolving
- Maintain the clients database

**Tele Sales Executive | HDB Financial Services, Mumbai**

Feb 2015 - Aug 2017

- Provide customer service
- Provide insurance services to the clients
- Generate leads for Personal loan, Credit Card and Auto Loan

Collaboration

## LANGUAGES

English

Hindi

Marathi

## HOBBIES

Listening to Music, Drawing,

Dancing etc.

- Maintain MIS reports

## CERTIFICATIONS

**National Institute of Security Markets Level V-A**

Oct 2021 - Oct 2024

**IRDA(Insurance Regulatory & Development Authority Certification)**

Mar 2022 - Mar 2025

## ACHIEVEMENTS

**Achieved 2nd rank in Life Insurance Sales Contest(In or Out)**

Jul 2019

**Secured 2nd rank in Life Insurance Sales Contest(Turn the table)**

Apr 2021

**Secured 3rd rank in Life Insurance Contest(Digi Domus)**

Jun 2021

**Got Recognized in every year end R&R award ceremony in VRM channel**

## DECLARATION

I hereby declare that the information above is true to the best of my knowledge