

KINJAL PRASAD PACHAKALE

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PROFILE:

I am determined to contribute to the objectives of the organization through previous work experience and self motivation. I aim to become a professional in administration firm catering to the exact requirements. I am passionate and target oriented person with superb customer service skills. I have demonstrated a high degree of initiative and self motivation and enjoy the challenge of a busy, demanding work environment.

IT Skills -: Proficient in use of internet for research, e-mail, Microsoft Word, Microsoft PowerPoint, Microsoft Excel.

EDUCATION:

Degree	Name of University	Year of Passing	Percentage & Class
Bachelor in Commerce	Mumbai University	Mar 2008	Pass
Intermediate Level A	Maharashtra State Board	Feb 2003	Pass
High School GCSE	Maharashtra State Board	Mar 2001	Pass

PROFESSIONAL QUALIFICATION:

MBA-: ITM EXECUTIVE EDUCATION CENTRE.

Degree	Name of university	Year of passing	Percentage	Specialization
MBA	ITM	2013	75%	Finance and Accounting

EMPLOYMENT HISTORY :

1) Working for Abu Dhabi Commercial bank as Telesales Executive from April 2022 till Date

Key Areas & Responsibilities

- Doing outbound calls to customer for credit cards and personal loan.
- Doing the proper verification as per policy before enrolling the customer for product.
- Dealing with all the products of bank as per policy
- Meeting the assign sale quota assigned by line manager daily & monthly basis.
- Making Calls And daily reports
- Encourage the customer toward the promotions with best financial advice over financial matter.

2)Working for Legacy Smart Employment Services (Ruloans) Credit card Department from 1st October 2020 till 28th February 2022

Key Areas & Responsibilities

- Doing outbound calls to customer for credit cards and personal loan.
- Doing the proper verification as per policy before enrolling the customer for product.
- Dealing with 3 Banks (Emirates NBD, ADCB, Emirates Islamic bank)
- Sourcing Credit cards and personal loan as well.
- Officially assign as pick up and submission Coordinator.
- Meeting the assign sale quota assigned by line manager daily & monthly basis.
- Handling Referral channel
- Handling Pick up Mis and Submission Count
- Making Calls And daily reports
- Encourage the customer toward the promotions with best financial advice over financial matter.

3)Working with FIRT ABHU DHABI BANK(DUBAI FIRST) AS PORTFOLIO OFFICER FROM 1st MARCH 2019 Till 11th May 2020

Key Areas & Responsibilities

- Manage outbound sales calls for loan on phone, balance transfer ,supplementary credit card sourcing
- Meeting KPI and every weeks miles stone of sale target assigned by team lead.
- Working on the banking software First data and CRM to keep a close look on customer information and guiding them over product to win the business for bank completing documentation process start to end.
- Doing the proper verification as per policy before enrolling the customer for product.
- Acquires ,develops and services (as above) tp existing/new customer to bank and assist them regarding products and services.
- Encourage the customer toward the promotions with best financial advice over financial matter.
- Reverting back to customer in case of any discrepancy and coordinate with line manager to make prompt arrangement according to customer need.
- Arranging the day to day database on excel and keep the line manager update with the latest follow-ups on MIS.
- Meeting the targeted productivity levels and to ensure adherence to service level agreement(SLA) and turnaround time. Ensure customer receive prompt service.

4)Working with NATIONAL BANK OF RAS AL KHAIMAH-As an Relationship Officer(Tele sales) Bancassurance Department From June 2018 to November 2018

Key Areas & Responsibilities

- Meeting the assign sale quota assigned by line manager daily & monthly basis.
- Meeting KPI and every weeks miles stone of sale target assigned by team lead.
- Working on the banking software GAD to keep a close look on customer information and guiding them over product to win the business for bank completing documentation process start to end.
- Doing the proper verification as per policy before enrolling the customer for product.
- Continuous communication with ssu department to ensure timely processing of all the documents along with daily sales record.

- Encourage the customer toward the promotions with best financial advice over financial matter.
- Reverting back to customer in case of any discrepancy and coordinate with line manager to make prompt arrangement according to customer need.
- Arranging the day to day database on excel and keep the line manager update with the latest follow-ups on MIS.
- Offering customer with promotion on bancassurance offer & complete the documentation process start to end.

5) Worked with “1 UP FINANCIAL PRODUCTS AND SOLUTIONS –As an Assistant Manager (Admin) From July 2013 – January 2018 .

Key Areas & Responsibilities

- Coordinate office activities and operations to secure efficiency and compliance to company policy.
- Manage phone calls and correspondence (E-mail, letters, packages etc.)
- Maintain front desk procedures and Assist colleagues and staff whenever necessary
- Supervise Administrative staff and divide responsibilities to ensure performance.
- Maintaining data base of the entire customer for future references and Monitor visitor access
- Create and update records and databases with personnel, financial and other data.
- Submit timely reports and prepare presentations/ proposals as assigned .

6) Worked with “Kotak Mahindra Bank” as an Assistant Manager from April 2010 to August 2010

Key Areas & Responsibilities

- Handling calls and making appointments.
- Preparing and evaluating the MIS prepared by the team members.
- Handling telephonic conversation.
- Fixing an appointments for sales team to go on calls.
- Opening current and saving accounts for customers.
- Making far reports on monthly basis.
- Collecting documents.

7) Worked with “ BIRLA SUNLIFE INSURANCE COMPANY ” as a Sr. Unit SaleManager from August 2008 - April 2010. (Tele sales and outsource) (Corporate tie up with Detusche Bank)

Key Areas & Responsibilities

- Handling existing clients and acquiring new clients.
- Handling customer escalations via mails and telephonic conversation.
- Preparing as well as evaluating the MIS prepared by the team members.
- Providing information to the clients about the new products.
- Ensure giving after sales service to the customers.

8) Worked with “MAHANAGAR GAS LTD” as a Customer Care Executive from August 2007 - June 2008. (For Kankei Relationship Marketing Services Pvt Ltd.)

Key Areas & Responsibilities

- Accept assignment with open corporate and term oriented attitude..

- Demonstrate effective oral & written communication with customers, Department Personnel and other company staff.
- Ensuring query to be solved of clients on same day.
- Handling customers calls on different queries. .
- Handling Inbound and Outbound calls to find customers satisfaction.
- Solving queries for walk-in customers

Personal Details :

Marital Status : Married
Nationality : Indian
DOB : 22/ 05/1985
Languages Known : English , Hindi , Gujarati, Marathi .

REFERENCE

Available on request

I certify to my best knowledge and belief that the above mentioned information is correct. I understand at any willful miss statement described here can lead to the dismissal of my application.

Place:

Date:

Kinjal Prasad Pachakale