

PRASHANT DEVIDAS BHOIR

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CAREER ABSTRACTS

- ✓ My career to date has primarily been involved in the field of Account/Operation / BackOffice, Where I have developed excellent professional Skills.
- ✓ I am a hard working, Self-motivation, Honest, Team player and Leadership goal oriented employee.
- ✓ A keen learner of new thing with strong analytical & problem solving skills abilities teamed with effective communication skills.
- ✓ Extensive experience in leading people and working in a fast paced dynamic environment where operation target were met on consistent basis.

WORK EXPERIENCE

KHUSHI CONSULTANCY, Koperkhairne, Navi Mumbai

Role: Operation (Sr. Executive)

Tenure: Dec 2016 June 2020

Responsibilities: Toward the Employer and Employee, Customer Service, Loan, Renewal, Complaint, Reconciliation and Banking, Reporting to the Head.

- **MIS** – Reconciliation of pervious day cash and Cheque.
- **Banking** – Daily Basis Cash Banking and Cheque Banking.
- **Other MIS-** Maintaining Daily MIS of Cheque, Policy.
- **Other Key Service** – Attending the Candidate, Loan Enquires.
- **Retention-** Follow-up with the customer for loan, Renewal premium payment of policy.
- **Bank / Agency request-** Handling login of policy(Health and General Insurance).
- **Other Key Activities-** Maintaining proper documentations.
- **Reconciliation** - Preparing & Maintaining Petty Cash Voucher, Deposit slip and cheque reconciliation at EOD.
- **Other Key MIS** – Preparing the MIS and send the mail to the head.

HDFC Life, Chembur, Mumbai

Role: Operation (Sr. Customer Service Associate)

Tenure: Sep 2012 to Dec 2016

Responsibilities: Toward customer service, renewal, complaint, surrender request and surrender (Aversion), Retention, reconciliation and banking, Subscribers the reports to the Cluster Head.

- **MIS** – Generating previous day cash and cheque receipt MIS for banking and do reconciliation. Mailing the MIS to the Banker and the Manger.
- **Banking**- Handling Daily Basis Cash banking & Cheque banking.
- **Other MIS** – Maintaining MIS of daily drop box, cheques Bounce, Inward and outward (sending and receiving of Policy bond and refund cheques.)
- **Other Key Service** – Accepting of renewal, other policy service request, and complaint.
- **Other activities** – Updating in the system of total lead generated by EOD
- **Retention** – Follow-up with the customer for the renewal premium payment
- **Surrender** – Scrutinizing of surrender request received from the customer and process within the tag period, and till it gets processed i.e. surrender in system and refund get credited to customer account.
- **Surrender Aversion MIS** – Maintaining the surrender aversion MIS.
- **Bank / Agency request**- Handling Bank and agency login (application form).
- **Gentle request** - Other request regarding the proposal like (Gentle and Further Requirement) to be release and uploaded in the system and forwarded to next level.
- **Refund and Policy bond**- Follow-up of refund cheques and policy bond requested by the customer to deliver to the customer and uploading of acknowledgement in the system.
- **Other Key Activities**- Maintaining proper documentations.
- **Reconciliation** - Preparing & Maintaining Petty Cash Voucher, Deposit slip and cheque reconciliation at EOD.
- **Other Key MIS** – Preparing the MIS such as total Collection surrender proceed + and aversion + login done by operation executive to the cluster head.

L & T Finance Co. Ltd (Team Lease Service Pvt Ltd) Deonar, Mumbai

Role: Executive (Asset Management Group Dept).

Tenure: March 2011 to Aug 2012

Responsibilities: **NOC of Assets**- Responsible for releasing of NOC for the close stock & Updating of Live Stock Data, Closer Processing of CEF & TEF sale stocks. Forwarding the close asset to AMS legal Dept for further proceeding.

- **Stock MIS** – Daily updating of receipts, deposit slip of the sale proceeds & updating the same in sale approval file
- **Closure and documents** – Initiating requests for closure of the account & release of NOC, RTO forms in tracker. In RPF, where documents are awaited for releasing RTO forms (in month end), the same should be released within one week of BOM.
- **NOC**- Follow up for closures & NOCs
- **Legal** - After EOM, Sale Recommendation, receipt, deposit slip & NOC are be forwarded to AMS Legal for Loss Recovery. For RPF the set are be given along with original documents
- **Other Key Document and Report - Daily** follow-up for closure stock with the branch and Undertaking to be collected within 2 days from the sale proceeds are collected.
- **Other Key MIS** - MIS's of Collection for RPF / CEF / TEF + Undertaking + Receipt & Deposit slip + P5 + P6 all cases(Cases in which we have collected the sale of repo assets amount). Pending sale approvals list of all the verticals to be sent on daily basis to Reporting manager

MetLife India Insurance Co. Ltd (Ikya Human Capital Solution Pvt Ltd), Vashi, Mumbai

Role: Executive (Operation).

Tenure: Nov 2009 to Feb 2011

Major Activities Undertaken:

- Generate Daily MIS
- Scrutinizing the application & verification of Documents & Receipting of case
- Co-ordination for closer case
- Complaints Handling
- Renewal Receipting.
- Handing Customer Care Activity.
- Handling Daily Basis Cash banking & Cheque banking.
- Undelivered Policy Document & Refund Cheque
- Medical Fixing
- Maintaining proper documentations.
- Preparing & Maintaining Petty Cash Voucher/Books,
- Scrutinizing of FA Recruitment, updating the detail, uploading of photo and signature.
- Maintaining the detail of FA License and ID card and uploading in the system.

ACADEMIC RECORD

- **2008: Bachelor in Commerce (B.Com)**
N.G. Acharya D.K. Marathe College, Chembur, Mumbai
- **2004: Higher Secondary Certificate Examination (HSC)**
N.G. Acharya D.K. Marathe College, Chembur, Mumbai
- **2002: Secondary School Certificate Examination (SSC)**
AFAC English School, Chembur, Mumbai

SKILLS SET

Operating knowledge in

- Application software - MS Excel, MS Word, Power Point, Access, PageMaker, Photo Shop.
- Accounting Packages - Tally 9.0
- Other Computer Knowledge- Internet. Web Designing, Desktop engineer, Hardware and Networking, DOS, LAN, WINDOWS 2003.
- Completed MS-CIT, DTP.
- Typing – English, Marathi.
- DBMS - FOXPRO, C Programming.

PERSONAL ACHIEVEMENTS

- Took active part in organizing college annual function.
- Took part in college NSS.

COMPETENCIES

- Fast learner, good written communication and presentation skills.
- Adapt well to changes and pressures in work place.
- Friendly with an upbeat attitude.
- Interpersonal skills, honest, disciplined, positive minded personal character.
- Ambitious, hardworking and committed to excellence.

INTERESTS

- Playing PC Games and like to know about new technologic.
- Listening to Rock, and Indian traditional music.
- Writing & Reading Blogs and Chatting on Internets.
- Watching Scientific, Action and documentary movies.

PERSONAL DETAILS

Name : PRASHANT DEVIDAS BHOIR.

Date of birth : 03rd OCT 1986.

Gender : Male.

Religion : Hindu.

Marital status : Single

Nationality : Indian.

Languages : English, Hindi, Marathi.

REFRENCES

Available on request