

Rasika Ashok Jadhav

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OBJECTIVE

To look forward in areas where I can be a good team player and target oriented which hard work and team work.

WORK EXPERIENCE

07/2014 - 06/2016

Worked as a Admin & Office In charge in Corporate Health Centre under Lokmanya Medical Research Centre (Lokmanya Hospital Chinchwad)

Responsibilities:

- Looking all admin work of the center
- Maintaining stock of daily routine office printing , stationary & Lab material.
- Preparing daily reports of the employees of various companies (Indoor & Outdoor)
- Arranging outdoor camps Co-coordinating with HR of the various companies regarding outstanding & invoice through mail & telephone.
- Follow-up of customers report & invoice in day to day basis
- Daily dispatch of reports and invoice
- Handling customer care & Billing department.
- In absence of reception person handling reception department – preparing receipts & maintaining cash.

07/2016 – 09/2019

Worked as a Customer Care Executive in back office (Sales) in Maruti Suzuki My Car India Pvt Ltd (Wakad)

Responsibilities:

- Post Sales Calling (PSF)
 - 15 Days post sales Calling
 - Complaint closing for PSF & 15 days
 - Making excel for daily delivery data in excel
 - Working in DMS (Maruti software)
 - Daily reporting to CEO
 - Maintaing all data , filing ,delivery related to all work
 - Maintain petrol coupon & Maruti's day to day inquiries
 - In absence of subordinate taking responsibilities of the respective work.
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10/2019 - 09/2020

Worked as a Customer Care Executive in (Service) in Garve Motors Pvt Ltd - Hyundai (Wakad)

Responsibilities:

- 3rd day Post Service Calling (PSF)
- 10 Days post service Calling
- Complaint closing for 3rd day PSF & 10 days PSF
- Making PSF analysis report
- Making CX7 analysis reports
- Making SA wise tracker sheet
- Daily reporting to CRM, GM & Works manager

18/09/2020 - till date

Promoted as Asst. Customer Care Manager (Service)

Responsibilities:

- 3rd day Post Service Calling (PSF)
- 10 Days Service Calling
- Complaint closing for 3rd day PSF & 10 days PSF
- Making PSF analysis report
- Morning meeting with SMR & PSF Team
- Monitoring daily calling sheet
- Resolve HQ/IQS/CSI complaints
- Track NDC & 13th day calling
- Sending all the reports to Hyundai before log out
- Arranging 'Role Play' activities
- Week off Management
- Reception Management
- Providing MoM to the GM after meeting

Skills

- Commercial awareness (or business acumen) This is about knowing how a business or industry works and what makes a company tick
- **Communication**
- Teamwork
- Negotiation and persuasion
- Problem solving
- **Leadership**
- Organized
- Perseverance and **motivation.**

EDUCATION

S.S.C – Maharashtra State Board - 2000 - 2001
H.S.C – Maharashtra State Board - 2001 - 2003
B. Sc – Pune University - 2003 - 2006

ADDITIONAL SKILLS

Microsoft Office package: Microsoft Word, Excel, Access
Database operation: Microsoft Office Access.

Personal Details:

Date of Birth : 06-10-1985.
Marital Status : Single.
Nationality : Indian.
Language Known : English, Hindi, Marathi.
Hobbies : Reading books, Watching T.V, Playing Cycle.

Rasika Ashoka Jadhav

Date: _____
Place: Pune