

PRASHANT KUNDLIK DIMBLE

Sr.no.36/1 road No 1,tingrenagar pune pin 411015,,
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PERSONAL PROFILE

- Date of Birth : 25/01/1988
- Marital Status : Single
- Nationality : Indian
- Known Languages : English, Marathi, Hindi
- Hobby : Playing cricket

EDUCATION

- **Pune university**
B.com
44.82
2009
- **Maharashtra Board**
HSC
44.83
2005
- **Maharashtra Board**
SSC
41.33
2003

CAREER OBJECTIVE

To best utilize my skills and knowledge acquired throughout my studies & work experience, towards building-up my career and adding up value to the organization

EXPERIENCE

- **Tech mahindra Ltd** *06 June 2013 - 15 June 2015*
Process executives
Vodafone inbound process Customer care executive.
Responsibilities:
*Taking inbound calls from the customers resolving issues.
*Provide the accurate information to customers. handling the complaints regarding the customers accounts. Maintain the AHT on calls.
- **Tata consultancy services Ltd** *15 October 2015 - 11 November 2016*
Process executives
PCVC insurance process Customer service representative.
Responsibilities:
* Taking calls from different channel partners. Provide the resolution via calls & emails.
*Making outbound calls to customers provide the benefits of plans.
- **Infosys bpm Ltd** *04 Sep 2017 - 11 Nov 2019*
Senior process executives
Working as a senior process executives in Order management Genral inquiry process.
Responsibilities:
* Provide diffrent types of reports diffrent channel partners.
*Maintain the SLA provide end to end resolution via chat or emails.
- **Magna infotech ltd (Amdocs Bpo pvt Ltd)** *04 December 2019 - Till date*
Senior Process Associate
Worked as a senior Process Associate Project manage by back office case management.
Activity of California consumer privacy act for largest communication services provider of United states of America.
Responsibilities:
*Provide end to end resolution request raise by customer under California consumer privacy act.
*Manage SLA of request raised by customers provide accurate information before target dates.

TECHNICAL SKILLS

- MS-CIT DTP

PERSONAL STRENGTHS

Hard working

DECLARATION

I hereby declare that all the information given by me is true to the best of my knowledge .

Date : 05/06/2020

Place : Pune



