NISHIGANDHA B SHELKE

2F/706, Phase I, Mohan Tulsi Vihar,

Hendrapada Road,

Near Bharat College,

Badlapur West-421503

CONTACT NO: **9699509070**

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**OBJECTIVES:**

Seeking a challenging position to utilize my skills and abilities in areas of Business Development, which offers a professional growth while being resourceful, innovative and flexible.

**PROFESSIONAL EXEPRIENCE:**

* COMPANY : **Sutherland Global Service pvt.ltd**

DESIGNATION : Customer Care Executive.

DURATION : 1ST Feb, 2010 TO 25TH Feb, 2011.

 PRODUCT : Worked for Bajaj Finance Ltd for verification & documents scrutinized

 Process for 1yr.

**Responsibilities:**

➢ Needs to do follow up with the concern team to get customers quires resolved on priority.

➢ End of the day used to make the reports as per the targets achieved on daily basis.

➢ Used to keep daily track on the performance individually.

* COMPANY : **ICICI Bank Ltd.**

DESIGNATION : SR. Officer

DURATION : 28th Feb, 2011 to 2nd Aug, 2014

PRODUCTS : IBG process (International Banking Group-NRI) handling international Customer’s daily queries regarding Liabilities & Remittance for their money transfer from Abroad to India using wire transfer & Money2india mode for 3.5years.

Major Responsibility: NRI Banking Operations (International Banking Group)

➢ Responsible for daily Banking Operational functions for NRI customers.

➢ Resolve all queries regarding account opening and documentations.

➢ Resolving their issues related to inward/outward remittances via Wire Transfer and money 2india through

 emails.

➢ Making the reports on daily basis.

➢ Keeping a track on productivity**.**

**Achievements:**

➢ Awarded as “**Power Innovator**” in Oct 2013 for giving creative & innovate ideas to the business for making

 changes in the process for better productivity.

➢ Got a chance to train the new recruits in the team as a PE (PRODUCT EXPERT) on Dec 2013.

➢ Provided effective communication quality & analysis.

➢ Provided contribution for taking strategic decisions for the team.

* COMPANY: **Intelenet Global Services Pvt Ltd.**

DESIGNATION : Customer Service Executive

DURATION : 2nd Oct 2015 to 14th Nov, 2016.

PRODUCTS : Etisalat Service- Handled U.A.E. customers for their quires pertaining to

etisalat sim card via emails.

Major Responsibilities:

➢ Resolving maximum cases on daily basis.

➢ Giving best resolution for their complaints raised.

➢ Completing daily cases on TAT.

➢ Resolving cases on customers favor.

➢ Maintaining excel file for daily cases & preparing reports individually for the future records.

* COMPANY: **EDENRED INDIA PVT.LTD**- (As an Account Manager- Business Operations) (6th August’2018 TO 18th July’2020)

Nature of work & Responsibilities:

* Code creation of new client and coordination till dispatch of cards.
* Handling escalation if customers on call.
* Ordering inputting through system for cards and vouchers.
* Resolving queries on email.
* Optimization of service charge and face value.
* Beneficiary end to end **KYC** observation and scrutinize for processing to YES Bank.
* New contract observation and code migration into system.
* Preparing reports of assigned activities.
* Managing profits through monthly targets (up to 1 crore).
* Managing customer feedbacks by monitoring their satisfaction and adhering to company policies and follow up on client’s comments and feedbacks.
* Responsible for red alert / stop client to be highlighted to the concerned on immediate basis.
* Making EOD report on daily basis.

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

Preferred Location: Mumbai

Date: Nishigandha Shelke