

Praveen Irasoor

JP Nagar 6th phase Bangalore | Contact No: 7337726665, 8867717220
| Email: Irasoorpraveen@gmail.com

CAREER OBJECTIVE

I am a consistent, hardworking, highly motivated person. I enjoy working with the public. I feel that i am a friendly, outgoing and dependable person. I feel it is crucial to demonstrate the importance of my job duties and expectations. I am looking to improve my position in the work force, expand my knowledge and skills. I am also looking to establish long term employment in a friendly environment

PROFESSIONAL EXPERIENCE

OLA FINANCIAL SERVICE (OLA MONEY DIGITAL WALLET), BANGALORE

CC Executive / PG Operation Sep 05 2019 to till date

- Working on PG transaction, Fraudulent transaction,
- Data validation and Blocking the digital wallet services in order to avoid fraudulent transaction,
- Completed unsubscribe requests quickly. Ensured proper email delivery to leads.
- Performed quality assurance and reported incidents/errors to Mangers and respective department
- Investigate the transaction history, Worked on spread sheet. Worked with Charge back complaint

AGIES LTD, BANGALORE

Aegis LTD. As a senior operation executive 2016 December to May 1st 2019

- Working on customer service complaints and questions from a variety of customers.
- Input call data into the company database and generated reports for management at the end of the weekend, Expert in Advanced Microsoft Excel, Pivot Tables, V-Lookup.
- Performed quality assurance and reported incidents/errors to Supervisor.
- Make outbound call to the customer and provide the information regarding the complaint which has been raised by escalation desk.

R N S MOTORS, BIJAPUR

Senior Sales Executive, April 2013 to April 2016

- **Branch Sales Executive :**
- Attend the customers and explain the product details,
- Full fill the needs of customers with the demonstration of product details.
- Give the valuable information with the best finance company finance details, and send the details of finance via Email-with the valuable document information,
- Maintain the tracking details of Customers with Dealer Management System (DMS)
- **Senior Sales Executive:**
- Establish relationship with new customers – showed customers how to use acquired vehicles after delivery, Maintain contact with existing customers through meeting, emails by phone
- Updated Management Daily. Records of sales, orders, & event plan. Effectively took care of relevant paper work through system.
- **Maruti Finance:**
- Assisting the customers on Maruti Finance, Maruti has partnered with multiple finance HDFC, IndusInd, RoyaSundaram, Sundaram Finance, Mahindra Finance, CholaMandalam, and SBI. Etc...
- Validate the KYC documents, closely worked with verification department, Updating Finances for Purchase details. Assist with the strategic plans, Provide the EMI Structure details to the clients,
- Obtaining financial data from teams, In order to take approve from bank tracking CIBIL score.
- Updated Management Daily. Records of sales, orders, & event plan. Effectively took care of relevant paper work through system, Publish the reports to General Manager, VP and stake holders

SANTOSH DESIGNERS & PRINTERS

Designer, March 2012 – April 2013

- Working to a design brief from the client or designer
- Using DTP software to produce a layout for each page of the publication
- Selecting formatting, such as the size and style of type, column width and spacing
- Selecting and checking colors, Scanning and editing photographs and other images.

EDUCATION

Ranichennamma University Belgaum. 2014

Bachelor of Science in (PCM), May 2015

Karnataka PUC Board Examination Authority

Science in (PCMB), May 2011

Karnataka Secondary Education Examination Board.

S. S. L.C. March 2008

TECHNICAL SKILLS KNOWLEDGE & SKILLS

- Expert in Microsoft Office, with a focus on Excel, vlookup, hlookup, formulas, pivot table
- Good knowledge of computer [Ms word, PPT, Excel sheet, **DTP, CorelDraw, Adobe PageMaker, Adobe Photoshop**, etc.]
- Good verbal and written communication skill, Good at professional Communication (e-mail)

KNOWLEDGE & SKILLS

- Excellent Internet Navigation Skills, Excellent Typing/Keyboarding skills
- Experience working under pressure in a high-volume processing environment and consistently meeting standards for productivity and quality
- Significant in email/chat and online Queries , Exploring New Technologies
- Perseverance and dedication towards work

PERSONAL DETAILS

- Father's Name : Abhimanyu. P .Irasoor
- Date of Birth : 10.09.1992
- Gender : Male
- Marital Status : Single
- Permanent Address : Same as above
- Languages Known : Kannada Hindi, English & Marathi

Declaration:

I do here by declare that the above mentioned information is correct to best of my knowledge.

Thanks & Regards

Praveen Kumar Irasoor