

RESUME

Name: Mr. Akash Shivnath Jadhav

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Working Experience

Big Basket – Pune (AUG-2020 to MAR 2022)

Designation – CSA (Non voice-Customer Service Associate)

Work Profile under CSA

- Resolves product and service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem.
- Provide accurate, valid and complete information by using the Big basket application and service.
- Help maintain solid relationships with customers by answering questions and concerns with speed and professionalism
- Build and maintain customer relationship.

Matun Finconcepts (HSBC BANK) – Pune (JAN-2018 to JULY 2020)

Designation – Sales Executive

Work Profile under Sales executive

- Selling personal loan and Credit cards on daily basis to the customer.
- Maintaining client relationships.
- Advocating sales and promotions and all client activities.
- Audit policy developing fraud and risk analysis.

Software and Computer Skills

- Proficient in excel
- MS office
- Operating system Windows 10, 11
- Excellent communication and presentation
- Building formulas
- Creating dynamic reports with Pivot Tables

Personal details

- Name Akash Shivnath Jadhav
- Date & place of Birth 19th Feb 1998, Pune.
- Permanent Address Sr.no 14, Jaijawan nagar, Bhagat singh Chowk,
near gurudwara, Yerawada-411006
- Marital Status Single

Academic Qualification

Board	Percentage	(Year)	College/School
B.A (Pune University)	63%	2016-19	Nowrosjee Wadiya College Pune
Maharashtra (HSC)	57%	2013-15	GSM College Pune.
Maharashtra (SSC)	69%	201-13	GSM College Pune.

(Akash Jadhav)

Date / /2022.