**Rakesh**

**Rakesh.382763@2freemail.com**

**Objective**

To get professionally challenging & rewarding position that requires optimum use of skills and knowledge.

**Qualification**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Name of university/college** | **Year of passing** |
| B.com | Mumbai | 2011-2012 |
| H.S.C. | Mumbai | 2008-2009 |

**Professional Experience**

***Accenture Services Ltd* since 27 Jan 2015 – 5July 2018**

Process: **Wish.com**

Designation: Customer service & sales representative

Responsibilities:

* Customer support, attend to the query raised by the customers.
* Educating customer about sales, offers and discounts.
* Sell products which are available on the website
* Analyze customer’s transactions to verify if it’s a genuine transaction or fraud.
* Identify the risk of fraud and block customer’s card.
* Educate customers about fraud.
* Request for the required documents from the customers in order to unblock the card.
* Educate the customer and follow up for the necessary documents.
* Complete the task within the given timeline.

Process: **Hertz**

Designation: Claim processor & car sales executive

Responsibilities:

* Notify claims and sell insurance plans received by the clients.
* Check Hertz car selling papers and the new buyer’s documents.
* Check funds, calculate the charges and transfer the title.
* Quality check for the received claim and insurance details.
* Follow-ups for the correct details or documents if incomplete..
* Charge the customer if at fault
* Identify the type of documents required from the bank to approve the loan.
* Follow-up for the necessary documents.
* Complete the task within the given timeline.

Process: **P&G** (E-Content)

Designation: Content marketing management associate

Responsibilities:

* Understand initiative requirements received by the clients and accordingly work on each catalog.
* Timely execution of the assigned task.
* Work with marketing manager to ensure high quality and on-time content delivery.
* Understanding campaign objectives and providing best practice expertise to maximize effectiveness and partner participation.
* Launch the marketing initiative as per plans; analyze the effectiveness of the initiatives post implementation with inputs from the Analytics function.
* Consulting the clients over electronic media such as emails & telephone for better understanding of the requirements.

Process: **American Express** (Campaign Management Team)

Designation: Digital marketing management administrator

Responsibilities:

* To understand campaign requirements assigned by Team Lead and accordingly work on each component of it using different Campaign Management Aprimo Tool (Nexus, ATS, MR database, MAT).
* Timely execution of the assigned task.
* Coordinate with Marketing Managers for clarifications on their campaigns.
* Work with marketing agencies to ensure high quality and on-time delivery.
* Be responsible for understanding campaign objectives and providing best practice expertise to maximize effectiveness and partner participation.
* Launch the communication campaigns as per plans; analyze the effectiveness of the initiatives post implementation with inputs from the Analytics function.

Process: **Microsoft**

Designation: HR executive & customer service executive

Responsibilities:

* Responsible for creation of contract letters regarding the designation, job title and any HR related queries.
* Handle the request and queries of the employees with regards to the new joiners, promotion, benefits, pension, leavers etc.
* Schedule interviews for the recruiters and provide feedback to the candidate in Accenture Microsoft Project.
* Consulting the Recruiters over electronic media such as emails & telephone for better understanding of the requirements.
* Interact with the onshore team if any issues or updates for the team.
* Try to get maximum open task resolved by regular follow-up.
* Send the daily volume report to the manager and clients.

***Altisource Pvt. Ltd* since 8 May 2014 – 14 Jan 2015**

Process: **JP Morgan**

Designation: Mortgage sales executive

Responsibilities:

* Sell the property at the given price
* Negotiate with buyers for the right price
* Suggest payment options and pay all the pending dues on the property
* Customer support for new buyers to get the property registered on their name with all the legal documents.
* Close all the pending bills on the property to get the title transferred.
* Work as a part of verification team, verify the mortgage, property documents and disburse the funds as per the received HUD from the client.
* Analyze the property documents and verify with the locale county.
* Identify all the involved parties and verify their bank details.
* Follow-up for the required documents.
* Wire and mail the funds to all the involved parties in the mortgage deal.

***Track Mail Pvt. Ltd* since 25 June 2013 – 29 April 2014**

Process: **AT&T**

Designation: Customer service associate and debt collector

Responsibilities:

* Work as a customer support executive and first party debt collector.
* Resolve customer queries and take timely feedback from the customers
* Collect debts from the AT&T customers for unpaid bills.
* Educate debtors about the collection process.
* Give payment options and discounts to resolve the bill.
* Sell new connection if the customer has any issues with the existing plan.
* Process online payments.
* Create monthly data for collections.
* Follow-up for promised and pending bills.

***Orient Technologies Pvt. Ltd* since 8 July 2012 – 12 June 2013**

Process: **Tikona Broadband**

Designation: Customer Service and sales representative

Responsibilities:

* Customer care representative
* Sell new internet plans to upgrade the speed.
* Handle complaints related to internet and new broadband connections.
* Inform about new broadband plans to existing customers
* Take system remotely and resolve the issue.
* Send field engineer to the customers address and guide on call to resolve the issue.
* Follow-up for the registered complaint and take feedback.

**Computer Skills**

* Proficient with MS Word, Excel, PowerPoint and Email.

**Personal details**

**Date of Birth** 10 August 1992

**Gender** Male

**Nationality** Indian

**Language Known** English, Hindi & Marathi

 (**Rakesh**)