

**Pramod**

Email: pramod.391611@2freemail.com

To seek a challenging position within a reputed organization and to invest all my professional expertise, qualification and valuable experience to the optimum level and thus facilitate career growth.



**An Overview**

A result oriented professional **with 10 years** of sound experience in Sales, Customer Service, Quality and Collections departments. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams.



**Professional Experience**



**Tech Mahindra, Pune India** **(Nov ’17– Jan’19)**

**Customer Finance Advisor**

Key Highlights:

* Talking to clients to determine their expenses, income, insurance coverage, financial objectives, tax status, risk tolerance, or other information needed to develop a financial plan.
* Answering client questions about financial plans and strategies and giving financial advice.
* Reviewing client accounts and plans on a regular basis to understand if life or economic changes, situational concerns, or financial performance necessitate changes in their plan.
* Managing and updating client portfolios.
* Offer subject matter expertise to fellow Financial Advisors.



**Credence Resource Management, Pune India.** **(June ’16– May’17)**

**Debt Collector**

Key Highlights

* Collect outstanding debts from clients and achieve collection target to ensure positive cash flow.



* Develop reports on aged debt accounts and days sales outstanding (DSO) reports.
* Monitor slow moving accounts to identify delinquent debts and take necessary action to recover the debts.
* Close a specific number of collection accounts each month to meet assigned target.
* Contact debtors and implement repayment schedules and terms.
* Assist the company to take legal action against debtors by providing necessary information.
* Maintain security and confidentiality of company and customer information.
* Attend educational programs for professional growth and skill development.



**Diya Systems Glowtouch Technology, Mangalore, India. (Oct’13- March’16)**

**Senior Technical Sales Executive**

Key Highlights:

* Maintain and grow the business with existing major accounts.
* Management of new sales leads, including qualification, response, recording and follow up with the objective of securing purchase orders. Working with teammate to coordinate outcome.
* Report to Head of Sales, and work closely to maximise growth.
* Assist external Technical Sales Executive in making appointments and meeting the Sales Team targets
* Send quotations, pursuing these to purchase orders.
* Use and maintain our CRM system (Microsoft Dynamics CRM)
* Maximise the opportunities from the existing customer base.
* Prospect for new customers within key target growth areas.
* Take part in monthly sales meetings.
* Negotiate pricing within predetermined parameters as agreed with the Head of Sales.



**Cognizant Technology Solutions, Mangalore, India.** **(Dec’07- August’13)**

**Quality Analyst Senior Executive**

Key Highlights:

* Proficient in all investor and company guidelines and familiar with other Mortgage department responsibilities.
* Identify, log, track, analyse, develop action plans for, and remediate issues in an effective and timely manner, and perform root cause analyses to proactively identify and remediate issues.
* Work with business to ensure proper identification of cures.



* Ensure consistent feedback to production management as it relates to quality and escalation to Senior Management when no corrective actions occur.
* Communicate and facilitate within the quality review team process, procedure and regulatory changes as necessary.
* Provide sufficient and timely reporting to management as required.
* Participate in the identification and monitoring of trends to provide consistent and actionable feedback to Senior Management on gaps in need of improvement.



**Academic Qualifications**

**BBM (Commerce), Canara University Mangalore, Karnataka, India, 2006.**



**Computer Competency**

* Well versed with Windows Operating Systems, Ms Office and Internet Applications.



**Skills**

* Quick Learner, Broad and fair minded.
* Capable of working in a team with good co-ordination and co-operation.
* Good command over English, Hindi, Kannada, Tulu, Konkani and Marathi.



**Personal Details**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Marital Status | : Married |  |
| DOB | : 2nd May 1985 |
| Sex | : | Male |
| Nationality | : | Indian |
| State | : | Karnataka |
|  |  |  |
|  |  |  |



