MAHENDRA SAKHARAM KOLEKAR

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OBJECTIVE

To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with organization objective.

WORK EXPERIENCE

ORGANIZATION:- **EDURIFIC PRIVATE LIMITED.**
DESIGNATION:- **Operation Intern/Relationship Manager.**
DURATION:- **09 Months (November 2020 – July 2021**).

RESPONSIBILITIES: -

➢ Database Management.

   A. Manage the data of all the students who have enrolled in the different courses.
   B. Keep the database updated by adding the newly enrolled kids' information on a daily basis.
   C. Collect the data of students progress and course completion and update in database and provide it to the parents.
   D. Analyze the data on daily basis.
   E. Ensure that tutor is assigned for every kid.

➢ Act as a single point of contact for the parents.
➢ Nurture and develop a long-lasting relationship with parents and act as perfect bridge between tutors and parents and keeping kids learning at the center.
➢ Ensure every single issue of parents is resolved with the minimum turnaround time in a satisfactory manner.
➢ Assign the tutor for the newly enrolled student with the minimum turnaround time.
➢ Schedule the classes of a newly admitted student by coordinating with the tutor and parent.
➢ Send class confirmation email to the parent after scheduling.
➢ Make sure that classes are happening on time.
➢ Assign the new tutor for a kid in case the old tutor has resigned from the job or going on long leave.
➢ Doing feedback calling to the customers once in a month just to get to know their reviews about the company service and get to know if any problem is being faced by them.
➢ Change the existing schedule if customer is requesting due to some reason.
➢ List out the course completed kids from the database and certify them.

ORGANIZATION: - **EPICENTER TECHNOLOGIES PRIVATE LIMITED.**
DESIGNATION: - **Customer Service Executive**
DURATION: - **06 Months (17 December 2019 to 30 June 2020)**

RESPONSIBILITIES: -

➢ Play the role of an efficient non-voice service provider.
➢ Read the customer's query and request received via official email id of the company.
➢ Understand the query and request to analyze the customer's need.
➢ Prepare an adequate resolution of the query and request in well understandable manner which contains the exact data and information which customer needed.
➢ Read the resolution carefully before sending it to the customer just to check that appropriate data and information is provided in the resolution which satisfies the customer's query or request and the customer won't come again for the same query or request.
➢ If customer is asking for the death claim, maturity benefit, surrender value or any other policy-related claims then assign such cases to another team if documents are provided, in absence of the documents request the documents from the customer and then assign such cases.

- ➢ Receive the call in rare cases where customer finds it difficult to communicate via email or want to clear the doubts or concerns which cannot be cleared on email as per customer's point of view.
- ➢ Close the ID after resolution sent.

KEY STRENGTH

- Problem Solving Approach
- Willingness to Learn
- Team Work
- Multitasking
- Customer Service
- Punctuality
- Humility
- Operations

EDUCATION

Course	Institute	Board / University	Year	Passing Class
M.Com	IDOL	Mumbai University	2019-2021	Distinction
B.Com	Viva College	Mumbai University	2018 - 2019	First Class
H.S.C	Utkarsh Vidyalaya and Junior College	Maharashtra Board	2015 – 2016	First Class
S.S.C	New English School Kolekarwadi	Maharashtra Board	2013 - 2014	Distinction

COMPUTER LITERACY

- Computer Basics
- Microsoft Excel

PERSONAL DETAILS

- Date of Birth   :   30th December 1998
- Nationality   :   Indian
- Marital Status   :   Unmarried
- Gender   :   Male
- Languages Known   :   English, Marathi & Hindi
- Hobbies   :   Reading, Playing Chess

DECLARATION

I hereby declare that all the above-mentioned information given by me is true and correct to the best of my knowledge and belief.

PLACE: **SIGNATURE:**

DATE: