

Jai Bharat Society Vikas Mandal,
Patel Nagar, Golibar Colony,
Santacruz East Mumbai No.400055
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Sandeep Yuvraj Palav

Professional Experience:

1) Mantra Export Pvt Ltd (Reason of Leaving-Department Closed down)

Dec'2022 to Nov'2023

Worked as a Front desk & Admin Executive

- 1] Handling EPABX System.
- 2] Greeting & welcoming desks as they approach the front desk.
- 3] Answer all incoming calls & redirect them or keep messages.
- 4] Maintain Inward & outward Courier & Tracking the shipment on daily basis & updating to concern person.
- 5] Book the Courier & tracking the same.
- 6] Maintain & resolve the office staff queries like telephones, AC, Washroom cleaning etc.
- 7] Handling all admin work
- 8] Handled Housekeeping & Security Staff & Prepare roasters.
- 9] Ordering Stationery & Housekeeping Supplies.
- 10] Processing the Bill of Vendor & taking the follow up from account team on timely basis.
- 11] Looking for Electrical & Plumbing work.
- 12] AMC-AC/Coffee Machine/Aqua guard/Fire Extinguisher are timely renewed.
- 13] Purchase Order / GRN entries update in System.

2) Unique Development Estate Pvt Ltd. (Infiniti Mall)

Jan'2015 to Apr'2022

Worked as a Sr.Customer Care Executive in Retails Team.

- 1]Co-coordinating with Mall Management and other departments.
- 2]Assisting Customers & Retailers, anticipating and understanding their needs.
- 3] Maintaining Ambience of the Mall.
- 4] Responsibility Ensuring Customer Delight, Relationship Management.
- 5] Sending daily CSD & Other required reports to operations.
- 6] Ensuring the CRE Desk is well set for Operations.
- 7] Keep Check on Event setup as per the Mall guideline.
- 6] Logging IDS Complaints.
- 7] Managing In loyal System.
- 8] External round of the mall prior reporting on desk for Signage's & other Peripheral Snags.
- 9] Maintain Record of Lost & Found.
- 10] Sending deviation mails & follow up for closure.
- 11] Updating & filling of audit sheets from Fire Team.
- 12] Quarterly Key Audit of all Stores.
- 13] Ensuring Proper Function & records of Wheelchairs, ATM, Information Kiosk & other service
- 14] Deviation of Fire Audit, Key Audit, Food & Beverages Audit

3) Elegant Network Service Pvt Ltd. (Serco Global Services-Continues Night Shift)

May'2014 to Dec'2014

Worked as a Help Desk Coordinator in IT Team

Job Responsibilities Includes:

- 1] Addressing the Phone calls & Mails.
- 2] Logging the Ticket and assign to concern Teams.
- 3] follow up for resolve the issues, with the help of Escalation Matrix.
- 4] Addressing the mail form users and escalating them to the higher level.
- 5] Call logging in Callboards. Follow-up with vendors for closure of the Tickets.

4) Midway Comforts**Aug'2013 to Apr'2014**Worked as a **Sales Coordinator in Service Team****Job Responsibilities Includes:**

- 1] Maintaining All Service-Related MIS Report.
- 2] Monthly Visiting to Warehouse for Audit Purpose.
- 3] Handling all Customer Calls which related to Service. 4] Arrange all the benefit to Customer as per requirement.

5) Aircel Pvt ltdWorked as a **Back Office executive in Service Team****Feb'2012 to May'2013****Job Responsibilities Includes:**

- 1] Maintaining MIS for All COCO Postpaid Activation done by COCO.
- 2] Keeping track of daily DNR (Data not Received) cases of COCO. Preparing BB MIS for all channels on daily basis with Net add in's and Net Churns
- 3] Updating Daily COCO Wise activation report to respective TRSM and their managers.
- 4] Helping COCO team to activate all numbers as per TAT during Month End. BB Activation for all Channels. Employee Number Activation
- 5] Weekly Visiting COCO for Audit purpose
- 4] Providing proper resolutions to all COCOs to resolve their quires. Risk Segment & Credit Limit updating for all fresh connections.
- 7] Handling all call from COCOs which related to (Provisioning / Bill Disputes / Activation / BNR /MNP / SRs) and trying to resolve it before any escalations with the help taken by on Boarding Team.

6) TATA Teleservices Maharashtra Limited**Mar 2010 to Jan'2012**Worked as **Customer Service Executive in Retention Team****Job Responsibilities Includes:**

- 1] Retention all the Products like Broad band Internet, Wire line, Wireless.
- 2] Knowledge of CRM, Tipps.
- 3] Arrange all the benefit to Customer as per Requirement.
- 4] Preparing MIS of Retained Customers /Discrepancy cases on daily basis.

7) Bharti Airtel Limited**Mar 2006 to Feb-2010**

Worked as Sales Co-ordinates in Business Control Dept.

Job Responsibilities Includes:

- 1] Handled Activation for demo Postpaid Card of Mumbai Circle & Maharashtra Circle.2]
- Knowledge of kenan (Arbor) & Billing System.
- 3] Handling Employee & Spouse Card Activation4]
- Reconciliation of Employee VAS.
- 5] Preparing MIS for Activation Failure/Discrepancy cases on daily basis.6]
- Providing online Support to Channel Partners.
- 7] Co-ordinate for Post-Paid Complaint through all Channel Partners in Mumbai.
- 8] Online Supports to dealers, Call Center, & Channel Partners Regarding the status of Customers Request in CLCM & eCRM
- 9] Analysis of Monthly Compliance for VAS Provisioning.

8) Worked as a Computer Operator in Garment Exports Organization for 3 Year -2004-2006**EDUCATION**

- SSC Passed-Year 1999
- HSC Passed-Year 2001
- T.Y.B.A Passed.Year-2014
- Fireman's training course-Year-2006

OTHER QUALIFICATION

- Computer Knowledge MS-Office (word, Excel, Internet).
- Knowledge of Microsoft –Outlook
- Knowledge of kenan (Arbor), CLCM & eCRM, Tipps.

Personal Particulars

- **Marital Status :Married**
- **Date of Birth : 7th April 1981**
- **Languages Known: English, Hindi & Marathi.**
- **Hobbies :Playing Cricket, Music**

I hereby declare that all the information given above is true to the best of my knowledge and belief.

Place: Mumbai

(Sandeep Y.Palav)

