



Vaishnavi Ahire

OBJECTIVE

A meticulous and organized individual seeking a position in this field. Skilled at developing reports, analyzing data and identifying solution. Strong ability to handle complex projects. Innovative, creative and willing to contribute ideas and learn new things.

CONTACT

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EDUCATION

**R.A. PODAR COLLEGE OF COMMERCE
AND ECONOMICS**

Bachelors of Commerce 2020-21

MULUND COLLEGE OF COMMERCE

Higher Secondary Certificate 2017-18

SKILLS

- Proficient in Microsoft Office Suite, including; Excel, Word, PowerPoint and Access.
- Product and service knowledge.
- Building customer rapport.
- Willingness to learn new things.
- Ambitious, hardworking, disciplined and good etiquettes.

EXPERIENCE

OPERATION EXECUTIVE

CAPITA INDIA PRIVATE LIMITED - (AUGUST 2022)

- Manage dual chat concurrency and generate lead out of it.
- Analyzing customer need and develop strategies for meeting those needs and requirements more efficiently.
- Evaluate all aspects of business sales and retention performance and present findings.
- Build sustainable relationship and trust with customer and accounts through open and clear interactive communication.
- Provide accurate valid and complete information by using right methods and tools.
- Meeting customer service and team sales/retention targets.
- Handle customer complaint and provide appropriate solution and alternatives within time limits.
- Follow communication procedures, protocols, guidelines and policies.
- Keep records of customer interaction and proceed customer account and file documents.
- Take an extra mile to engage customer.

- Positive thinker with good communication and interpersonal skills followed with strong leadership.
- Ability to work as an individual and in team.

HOBBIES

Social Volunteering

Travel

Explore

Researching

EXTRA- CURRICULAR ACTIVITIES/ POSITIONS OF RESPONSIBILITIES

- Successfully cleared Foundation Course under ICSI in very first attempt in 2018-19
- Received Prof. Nalindini Award for Best Dedicated Volunteer of the Year 2019 from a reputed College R.A Podar College of Commerce And Economics, Autonomous
- Received Prof. U.U Bhatt Trophy for the best leadership of the year.
- Anandilal Podar Centenary Prize 2019-2020.
- Student Council Member of R.A Podar College of commerce & Economics- Autonomous.
- Participated in inter-collegiate competitions.
- Won many street play prizes.
- Successfully cleared MAH-CET entrance exam 2018-19.
- Secretary of NSS Unit 2019-20 of reputed R.A Podar College of Commerce And Economics, Autonomous.
- Active participation in other College events.
- Campus Ambassador for Public Concern for Governance Trust 2020-21.
- Principals Special Award 2020-21

ASSISTANT MANAGER

TRADECRED INDIA'S LARGEST ALTERNATIVE DEBT PLATFORM (FEBRUARY 2022- APRIL 2022)

- Provide support to the Operations Manager in the day-to-day running of the organization.
- Develop MIS and Master Data as per the rules and SOP to maintain the track record of daily transactions.
- Identify risk and operate it to the optimum level.
- Schedule new events and tasks on a day-to-day basis to minimize the risk.
- To ensure assignments and executions are carried out as planned on a daily basis.
- Work hand in hand with the top management, staff concerning operation issues and other activities.
- Draw up a report regarding operations in the company and pass them to top management whenever it is requested for.
- Carry out evaluation of company present operation goals and ways to improvise the important areas
- Analyze customers' and vendors' financial reports to onboard deal reports quarterly.
- Updating and checking the transactions with respect to banks and uploading the same for further assistance.
- Conducting bank reconciliation, disbursement, settlement, reinvestment, etc. activities on a day to-day basis.

RELATIONSHIP MANAGER

TRADECRED INDIA'S LARGEST ALTERNATIVE DEBT PLATFORM.(MAY 2021 - FEB 2022)

- Soliciting customers for transacting on the counter parties.
- On-board the Customers for transacting with counter parties on TradeCred platform. Communicating with Customers for transacting with counter parties on TradeCred platform.
- Ensuring existing clients are satisfied through aftersales care, as well as gaining and using feedback.
- Identifying and approaching potential new companies or individuals to engage as clients.
- Researching industry trends and providing advice to colleagues about client strategy or new sales opportunities giving presentations to clients about products or services.
- Acting as a point of contact for complaints and escalating issues as appropriate ensuring that the terms

LANGUAGES KNOWN

English

Marathi

Hindi

of a contract are adhered to by both your employer and clients.

CO-CURRICULAR ACTIVITIES

- Mumbai University, National Service Scheme, Leadership Training Program- Worked as only college representative at university, local and intercollegiate levels.
- Public Concern for Governance and Trust, Campus Ambassador- Responsible to spread good governance among the society for the awareness. Worked with eminent young and Ex IAS & IPS officers.
- Public Concern for Governance and Trust-Committee member in organizing and handling entire events throughout the different Colleges.
- Samtol foundation NGO, Coordinator – Conducted various surveys and events to help the organization to reach the aim of the NGO. An active coordinator between different colleges, students and Organization in the society. Content creator and many as such.