

# Mamta Rajesh Pawar

Operation Executive

## Personal Info

mamtapawar5577@gmail.com

9892290168

23-04-1994

Married

Indian

## Languages

English (Good)

Hindi (Good)

Marathi (Good)

## Skills

☒ A keen communicator with abilities in understanding customer needs, and solving operational concerns and inter-personnel issues. ☒ Certified user of trading application like MO Trader and MO investor ☒ Well versed with MS-Excel & Word ☒ Computer Literate and willing to learn new processes and Systems

## EXPERIENCES

1 Dec'22 - Till date

Operation executive  
GrayQuest, Mumbai

- 1 Reconciliation of Lender Portfolio's to keep the Overdue buckets in sync
- 2 Identifying the NPA's - Defaulters from the various lenders & follow up with collections for recovery
- 3 Providing Debit success reports to the institutes & analyses the Bounce ratio's
- 4 Managing Due date change requests from customers & uploading in system
- 5 Sanity check of fresh disbursements by validating data on GQ's system & lender's portfolio
- 6 Resolution of RBI escalations by ensuring rectification of the customer's credit bureau
- 7 Managing CIBIL related queries & identifying the overdue & validating with lender
- 8 Handling EMI Debit queries and validating if there are any eligible refund.
- 9 Scrutinizing the closures of the complete Loan Settled cases & to provide No Due Certificates to the customers
- 10 Constant follow up with stakeholders on day to day operations & maintain good work relationship
- 11 Managing Pre closure request from customer and sharing the calculation & payment links.
12. Coordinating with stakeholders such as collection customer support and loan disbursement team on day to day basis.

## EXPERIENCES

25th Jun  
2020 - 30th  
Nov 22

Team Supervisor  
Vinayak Consultancy, Thane

1. Building relationship with clients & arranging seminars for guidance.
2. Manage the team of 6 members who generated leads for trading accounts.
3. Trading account opening for the clients
4. Arranging webinar for sharing knowledge of Trading and Follow up with interested clients sharing seminar links.
4. Preparing navigation videos for clients to guide on how to operate the account on are company APP.
5. Training the clients for account handling and trading activities.
6. Following up for converting the leads which are unresolved from the executives.
7. Data management of the complete client base & share the regular report to management.
8. Assigning queries and sharing the detailed MIS with the vendor.
9. Validating the lead generation of teammembers and sharing daily reports with manager.
10. Understanding the client's needs and identify technical issues and resolving with the vendor.
11. Granting access for selling by E-Verify the POA and submit it to the vendor

## Education

- 2014

**B.com**  
Mumbai Board, Mumbai

- 2011

**H.S.C**  
Mumbai Board, Mumbai

- 2009

**SSC**  
Mumbai Board, Mumbai

I have a total experience of 4+ years in the Finance and Trading industry where I have proficiently organized my work related to managing lender portfolio's, data analysis and customer guidance for repayments and trading.