

**PANKESH DONGRE**

Seeking challenging assignments in Banking/ Finance/ Insurance Industry with growth Oriented Organizations.

**+91 9699349128 pankeshdongare27@gmail.com**

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**Objective:**

Competent in assessing and implementing effective solutions with an aim to improve customer contentment and consequently customer loyalty for repeat and referral business. Excellent communication, coordination and interpersonal with strong problem solving skills, ability to correspondence independently &amp; manage routine office work and situations.

**Professional Profile:**

* **Axis Bank Pvt Ltd**

Officer | 26th Oct 2023 – 14th May 2024

* Handling credit card operation activities
* Managing email for RH block activation.
* Replacement of credit card from the customer request
* Billing cycle change.
* **Impact Guru Foundation**

Intern | 1st March 2023 – 1st Sep 2023

* Data entry operator

**Job Responsibilities**

* Handling branch and internal team’s query E-Mails.
* Fraud transaction recovery process
* Replacement of credit card from the Customer Request.
* Change the billing cycle from the Prime system (CTL Tool).
* Changing the salutation, Mother Middle name, and Marital Status.
* Reversal and conversion.
* Interest calculation and Joining fee waiver.
* Managing Email for RH block activation etc.
* Handling complete work related to purchase entry, payment ,receipt, general entry , billing.

**Skills:**

* Finacle Axis Bank Application
* Produce MIS reports
* Vlookup, Hlookup & Pivot table
* Accounting

**Certification:**

* Tally Prime with GST

**Education Summary:**

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| --- | --- | --- | --- |
| **Degree/Course** | **Board/University** | **Passing Year** | **Aggregate (%)** |
| B. Com | Mumbai University | 2021 | 65% |
| HSC | Mumbai University | 2018 | 52.15% |
| SSC | Maharashtra Board | 2016 | 63.00% |

**Personal Details:**

Nationality : Indian

DOB : 27th Feb, 2001

Gender : Male

Language Known : English, Hindi and Marathi

I am Pankesh Dongare, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Date: \_\_\_\_\_\_\_\_\_\_\_\_ Place: \_\_\_\_\_\_\_\_\_\_\_\_

Pankesh Dongare.