

VIPINKUMAR YADAV

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Blog & YouTube Channel

- Blog : www.thenewbloggervip.blogspot.com
- Youtube : VIPINKUMAR YADAV

Career Objective

- To work for an enterprise with great ethics and excellent work environment.
- To be a punctual, obedient & quick learner
- To be a consistent learner and remain obedient to my seniors.

Experience

- **ATHENA BPO PVT LTD** October 2021 - April 2023
Customer Service Executive
Experienced professional in outbound call handling and personal loan processing at Tata Capital Financial Services, adept at effectively providing personal loans to customers while efficiently collecting and verifying their personal information over the phone.

JOB RESPONSIBILITIES

- Conducted outbound calls to prospective customers, effectively explaining and promoting personal loan offerings, and expertly assisted in the loan application process.
- Successfully managed a high-volume workload, handling 150+ customer interactions daily, ensuring prompt resolution of inquiries and providing personalized financial solutions tailored to customers' needs.
- Proficiently collected and verified customers' personal details and facilitated Know Your Customer (KYC) procedures, ensuring compliance with regulatory requirements and safeguarding against fraudulent activities.
- Expertly guided customers through the E-mandate journey, facilitating seamless online loan disbursement processes and providing necessary support and clarification throughout the electronic authorization process.

CERTIFICATIONS

- Fundamentals of Digital Marketing by Google.
- Google Ads Search Certification
- Google Ads Display Certification
- Google Ads Video Certification
- Google Analytics Certification
- Google Analytics Individual Qualification

Professional & Academic Qualification:

- **R. D. National & W. A. Science College** 2021
B.Sc. in Physics
7.52 CGPA
- **Greater Mumbai Education Society high School** 2016
HSC
46.77%
- **Airport High School** 2014
SSC
61.60%

Skills

- Digital Marketing Fundamentals
- SEO Awareness
- SEM and Google Ads awareness
- Adaptability and Learning Agility
- Good communication skills
- Creative Thinking

- Good Listening Skills
- Customer handling Skills

Achievements & Awards

- University of Mumbai yoga competition bronze Medal in 2017-18 .
- University of Mumbai yoga competition bronze Medal in 2018-19
- Achieved the 1st Runner Up place in Kabaddi at Parle Mahotsav
- Master Demonstrator in RD NATIONAL COLLEGE organized by kaivalyadhama.

Hobbies & Passion

- Vlogging
- Kabaddi

Languages

- English
- Hindi

DECLARATION

- I hereby declare that all the all the information mentioned above in the resume are completely true as per my knowledge.