

# **MANISH MAHENDRA PIMPALKAR**

Address- B/204 Shree Riddhi Palace CHS LTD  
NR Registration office, 90 Feet Rd,  
Bhayandar (W) Thane – 401101  
E-mail ID- manishpimpalkar.pm@gmail.com  
Contact- 9821886464

## **OBJECTIVE:**

To be associated with reputed Organization that provides job satisfaction, Self-fulfillment, Learning platform and a promising proper career path.

Working Experience	<p><b><u>Working in Ippopay – (Mumbai) as a Senior Support Executive</u></b></p> <p><b><u>Roles &amp; Responsibilities:</u></b></p> <p><b><u>Managing Team</u></b></p> <p><b><u>Refunds</u></b></p> <p><b><u>End to end ticket resolutions</u></b></p> <p><b><u>Responsibility for the process improvement</u></b></p> <p><b><u>Handle day to day clients inquiries and requests relating to their transactions</u></b></p> <p><b><u>Identify and escalate issues in a timely manner</u></b></p> <p><b><u>Coordinate/Follow up with internal teams</u></b></p> <p><b><u>Client satisfaction</u></b></p> <p><b><u>Worked in Safexpay – (Mumbai) as a Customer Care Executive from till 21.10.2022</u></b></p> <p><b><u>Roles &amp; Responsibilities:</u></b></p> <p><b><u>End to end accountability of ticket resolutions(PG and payout)</u></b></p> <p><b><u>Conduct audits on emails and calls</u></b></p> <p><b><u>Drive productivity, quality as part of the performance metrics</u></b></p> <p><b><u>Ensure higher quality of responses to merchants/customers</u></b></p> <p><b><u>Responsible for the process improvement</u></b></p> <p><b><u>Refunds</u></b></p> <p><b><u>Worked in Paytm Payments Bank - (Mumbai-HO) as a Corporate Customer Acquisition, Associate from 09.09.2019 to 16.07.2020.</u></b></p> <p><b><u>The above position holds the following responsibilities:-</u></b></p> <ol style="list-style-type: none"><li>1. Looking Income &amp; Generate Revenue</li><li>2. Increasing market share by branding its image.</li><li>3. Creating new leads and converting them to customers.</li></ol>
--------------------	---

Professional Qualification	<div>Welingkar Institute of Management (Matunga) Mumbai</div> <div>2018</div> <div>Post Graduation Diploma in Marketing</div> <div>Mumbai University (Vakola ,Santacruz) Mumbai, Maharashtra</div> <div>2019</div> <div>Passed M.Com. – Accountancy, Business Mathematics and statistics, Economics</div> <div>Welingkar Institute of Management (Matunga) Mumbai</div> <div>2017</div> <div>Advance Diploma in Business Administration</div>
Educational Qualification	<div>Mumbai University (Vakola ,Santacruz) Mumbai, Maharashtra</div> <div>2016</div> <div>Passed B.Com. – Accountancy, Business Mathematics and statistics, Economics</div> <div>Sathaye College (Dixit Road, Vile Parle) Mumbai, Maharashtra</div> <div>2011</div> <div>Passed H.S.C – Eng, Accountancy, Costing &amp; Taxation</div> <div>The Our Lady Of Vailankanni High School, Mumbai Maharashtra</div> <div>2009</div> <div>Passed SSC- Eng,Science,Hist,Geo,Maths</div>
Technical Skill	<div>Operating System- Win 2007, 2000Xp.</div> <div>Data base – MS-office, PowerPoint,Tally 9.0</div> <div>Application Software – Internet</div>
Self Assertion	Having balance between courtesy and professionalism, Implemental role with sincere attitude towards result orientation, Maintaining status with empathy.
Language known	<div>EnglishHindiMarathi</div> <div>Speak / WriteSpeak / WriteSpeak / Write</div>
Date of Birth	25 <sup>th</sup> June 1993
Father’s Name	Mahendra Pimpalkar
Nationality	Indian
Permanent Address	Shree Riddhi Palace, 90 feet road, Bhayandar(W) Mumbai – 401101
Present Address	Same as above
Phone Number	9821886464
Area of Interest	Traveling, Listing to Music, Analysis any creativity.
Marital Status	Single

statement is true to the best of my knowledge and belief, which is submitted to your concern. If in case of any document has been prove to illegal then you will take any step for of being rejected that. I will bind to accept with your legal company law.

**Place :-Mumbai**

**Date:-**

*Manish Mahendra Pimpalkar*