




# Ashish Gurnule

## SR. ASSOCIATE

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 Pune, Maharashtra, India

With 2 years + of experience as a Senior Associate in operations at Angel One and expertise as a Client Relationship Manager, Experienced in customer service and technical support, I excel in delivering exceptional experiences. With expertise in financial markets and application issues, I consistently exceed performance benchmarks. Skilled in B2B sales, technical problem-solving, and data management, I ensure transparent and efficient client interactions. Armed with a Bachelor's in Computer Science and strong analytical skills, I am poised to contribute effectively to your team's success.

## WORK EXPERIENCE

### Angel Broking Pvt Ltd, Senior Associate, Remote | Oct 2023 – April 2024

- Successfully handled a high volume of customer calls, addressing inquiries and providing comprehensive information on financial Market & Application issues.
- Mutual funds and Equity Products revenue generations.
- Utilize company CRM system to input accurate and complete activity logs on a daily basis.
- Deliver exceptional customer support, consistently exceeding benchmarks.
- Punching order with 100% accuracy and validating the client details.

### Franchisekhoj, Client Relationship Manager & Consultant, Hybrid | Jan 2021 – June 2022

- Handling customer calls and enquires related to franchise and it dealing.
- Solving technical issue and client data management in the Franchise Business.
- Collaborated with cross-functional teams to implement system upgrades and enhancements.
- Maintained detailed documentation of customer interactions and issue resolution.
- Served as the main point of contact for franchise clients, addressing inquiries and resolving issues.

## EDUCATION

- **BACHELOR OF ENGINEERING(B.E.) Computer Engineering**  
St. Vincent Palloti College of Engineering, Nagpur, | 2017-2021  
**Specialization:** Computer Science
- **HIGHER SECONDARY EDUCATION**  
Ira International School, Nagpur | 2014 - 2017
- **HIGH SCHOOL EDUCATION**  
St. Claret School, Nagpur | 2013 - 2014

## SKILLS / INTEREST

### Domain Skill

Data Management | Business Projections | Financial Market | Budgeting | Research conduction | MS-Excel | Operations | Computer Softwares | Ms office

### Soft Skill

Communication Skills | Analytical Skill | Time Management | Strong Interpersonal Skill | Problem-Solving Skills | Team Management | People Management | Adaptability | Leadership