

# ABHISHEK SUNIL KOKARE

## CUSTOMER RELATIONSHIP & BANKING OPERATIONS PROFESSIONAL

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### PROFESSIONAL SUMMARY

Customer-focused Relationship Executive with hands-on experience in loan servicing, documentation accuracy, and client relationship management within the financial services industry. Combines a BBA foundation in business administration and CRM principles with practical banking-sector exposure to resolve customer queries, maintain compliant records, and consistently meet business targets. Recognised for clear communication, cross-team coordination, and a disciplined, detail-oriented approach to financial documentation — well suited to a client-facing banking role.

### CORE COMPETENCIES

- |                               |                                    |
|-------------------------------|------------------------------------|
| ▶ Loan & Credit Documentation | ▶ Customer Relationship Management |
| ▶ Query Resolution & Support  | ▶ Cross-Functional Coordination    |
| ▶ Target Achievement          | ▶ Data Accuracy & Record Keeping   |

### WORK EXPERIENCE

#### Customer Relationship Executive

*TVS Credit Services Pvt. Ltd.*

- Advised customers on loan-related queries and delivered responsive, professional support that strengthened customer trust and satisfaction.
- Maintained accurate customer records and processed financial documentation, ensuring compliance with internal data-quality and audit standards.
- Partnered with internal teams (collections, operations, and credit processing) to resolve customer issues quickly and ensure seamless service delivery.
- Consistently achieved assigned business targets through proactive communication, relationship management, and structured follow-up with customers.

### EDUCATION

**Bachelor of Business Administration (BBA)** — SVPM College, Malegaon (Completed)

**Higher Secondary Certificate (HSC – 12th)** — SVPM College of Science, Arts and Commerce (Completed)

**Secondary School Certificate (SSC – 10th)** — Shri Vitthal Madhyamik Vidyalay, Bhikobanagar (Completed)

### TECHNICAL & PROFESSIONAL SKILLS

- |                                         |                                             |
|-----------------------------------------|---------------------------------------------|
| • MS Office (Word, Excel, PowerPoint)   | • CRM Systems & Customer Support Tools      |
| • Data Entry & Documentation Management | • Financial & Loan Documentation Processing |
| • Email & Internet Applications         | • Report Preparation & Record Keeping       |

### LANGUAGES

Marathi • Hindi • English