

# Sartaj Dilawar Mulani

Bachelor of Arts/B.E. 5.2 Years of Experience

Mob: +91-9405267707 E-mail: saratajmulani@gmail.com

## AREAS OF EXPERTISE

Branch Banking Process  
Client Retention  
Customer Query Resolution  
Managing Saving Accounts  
Customer Service Management  
Proficient Communicator  
Client Focused

## KEY SKILLS AND COMPETENCIES

Client Management  
Business Development  
Up-selling & Cross-selling  
Sales & Marketing  
Sales Strategy  
Relationship Management

## PERSONAL SKILLS

Entrepreneurial spirit  
Persuasive & Articulate  
Relationship Development  
Influencing Skills

## PERSONAL SUMMARY

An articulate, competent and confident graduate with preparation in Bachelor in Arts and 5.2 years of experience in banking, sales functions, marketing, new business development, new client's acquisitions, retention.

## CAREER HISTORY

**ORN Vacations Pvt. Limited (Trip factory) (Pune) (Nov 2021- Present)**

**Associate- Trip adviser/Collection**

- Planning entire trip as per client requirement.
- Billing process- Cash collection, refund.
- Maintain account receivable.
- Inbound and Outbound customer service
- Handling escalations.
- Modification of services

**I Process Services India Pvt. Ltd. (ICICI BANK) (Pune) (March 2017 to February 2020)**

Sr. Sales Executive- Personal Loan, Doctor Loan, Business Loan, Asset Insurance.

- Active involvement in branch operations work
- Responsible for end to end sales cycle – client mapping, key client identification, lead generation, service offering by identifying the clients profile – Presentation and sales closer.
- Keep a close eye on the industry trends, best practices, news and events.
- Cold calling and exploring new business opportunities
- Completion of all the necessary documentation and ensuring timely login till account generation.
- Ability to handle any internal query related to form checking, rejections, till loan disbursement.
- Experience of Team handling of 5 Members.

**Axis Securities Limited Bank (Pune) (Sep 2016 to Dec 2016)**

Sales Executive- Education Loan

- Cold calling and exploring new business opportunities.
- Lead Generation from colleges and Educational Institutes.
- Completion of all the necessary documentation and ensuring timely login till account generation.
- Ability to handle any internal query related to form checking the form, rejections, till loan disbursement.

**Saisun Services India Pvt. Ltd.**

Field Executive (Pune) (Sep 2015 to June 2016)

- Assigning Shipment to Field Executive, Collection of cash and undelivered shipment, Tracking shipment.

## ACADEMIC QUALIFICATIONS

**Bachelors in Arts (BA) 2017**

Yashwantrao Chavan Open University , Nashik.

**Bachelor of Engineering(C.E.) 2021**

Dr. D. Y. Patil School of engineering academy, ambi, Pune

## PERSONAL DETAILS

*Sartaj Mulani*

*Address: A3-111, Xrbia Township,  
Marunji raod, Hinjewadi,  
Pune – 411057.*

*Nationality: Indian*

*Driving License : Yes*

*Date of Birth: 04<sup>th</sup> June 1991*

*Email: [sartajmulani@gmail.com](mailto:sartajmulani@gmail.com)*

## HOBBIES & PERSONAL INTEREST

Music and Travelling

## LINGUISTIC PROFICIENCY

- English, Hindi and Marathi.

**REFERENCES:** Available on request.

**DECLARATION:** I hereby declare that all the information furnished above is correct to best of my knowledge and belief.