**RESUME**

# PRATHAMESH NARENDRA NAGESHKAR

## Email—pratham.nageshkar@gmail.com

## Phone: (8108719881)

### Educational Qualification

* Passed S.S.C. from St. Francis High School Affiliated to Maharashtra Board securing Distinction.
* **Diploma (MECHANICAL)** from Maharashtra State Board of Technical Education securing Distinction.
* **Master Diploma** in Pro-E, Ansys, Catia & Primavera from CADD Centre Mumbai.
* Certificate in PLC Automation.
* Basic Microsoft Excel knowledge.

### Personal Details

Address : C/o 103-A, Bhaktisagar Chs, Sitaram jadhav marg,

Lower Parel (West), Mumbai - 400013.

Permanent Address : X/105, Shree Swami Samarth Chs, Patankar Park,

Nallasopara (West), Thane – 401203.

Date of Birth : 26th April 1991.

Marital Status : Single.

###### Passport No. : H9459432.

### Interests

Hobbies include reading, tennis, and football.

##### Languages Known

English, Hindi, Konkani, Marathi.

##### Work Experience

**1. Bharati Engineers.**

* Worked as Trainee Supervisor & Sales Coordinator handling the production of Fire extinguishers and control systems at Bharati Engineers, Mahape, Navi Mumbai for 6 months.

**2. DB Evolution.**

* Worked for Sales process of Zicom Electronic Security Systems handling the Sales and maintenance of Electronic Security Systems at DB Evolution in Vashi, Navi Mumbai from September 2014 to November 2015.
* Managing payments collection process of clients for services used on quarterly basis.
* Maintaining user records on Tally and assisting clients with Ledger/Invoice copies.
* Handled lead generation for target customer under campaign termed MYCS for large users and RSD for household clients.

**3. Scootsy Logistics Pvt Ltd.**

* Currently working as Senior Food Concierge with Scootsy Logistics Pvt Ltd in Lower Parel, Mumbai.
* Dealing with Clients, Vendors, Accounts and cashiers for smooth functioning of business.
* Processing Refunds for Payment gateways viz. Paytm, Citrus, Payu, Simpl Pay, Lazy Pay Later, Mobikwik, Zaakpay, Google pay, UPI payments.
* Managing payment/refund queries of clients over phone/email.
* Coordinating with Payment gateways for successful resolution on customer queries regarding refund or payment.
* Resolve Spillage cases wherein loss for the company is incurred.
* Work on Spillage cases forwarded by the cashier on daily basis and providing resolution on same.
* Maintain records of Refunds and Spillage cases in CMS.
* Publish weekly/monthly reports of Refunds and Spillage to Accounts team.
* Handling escalated customer queries over phone/mail. Replying to their feedbacks & escalations.
* Awarded All-rounder Appreciation certificate in the organization.

**Place**

Mumbai