

# SUMIT SEN

## CUSTOMER SUPPORT EXECUTIVE

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### SUMMARY

To seek a dynamic and challenging career an organization strives for excellence with my knowledge and team effort while making positive contribution to promote the individual opportunity and professional growth.

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### PROFESSIONAL EXPERIENCE

**CSE, EOS GLOBE, CILENT COMPANY , POONAWALLA FINCORP LIMITED WAS DOING**

- **Nov - 2024** -
- **June - 2025**

- Assisted customers throughout the loan application process via phone, email, and chat support.
- Verified KYC documents, income proofs, and other relevant paperwork in compliance with banking regulations and internal policies.
- Coordinated with internal departments such as credit and risk teams to expedite application processing.
- Maintained accurate records of customer interactions and documentation using CRM and banking software.
- **I got best performance certificate month 2 times**

**BACK OFFICE, UNISON INFOTECH**

**OCT - 2023 – OCT 2024**

- Worked on computer to enter and update company data.
- Handled office files, paperwork, and simple reports.
- Sent emails and made calls to vendors or customers when needed.
- Supported the team with daily office work and small tasks.

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### SKILLS

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| • MS Office Suite (Excel, Word)              | Loan processing & document verification   |
| Knowledge of banking regulations & KYC norms | Customer communication & query resolution |

EDUCATION

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<b>B.A.</b> Maharaja Chhatrasal University	2018-2021
<b>12th</b> M.P. Board	2018
<b>10th</b> M.P. Board	2016

ADDITIONAL INFORMATION

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● Languages: English, Hindi

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned in my resume.