

# Nehanka Pimpalkar

nehanka19@gmail.com / 7045255499 / Badlapur East

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## Summary

Dedicated Customer Support Executive who constantly applies customer service ideas towards the creation of a bigger pro fit margin. Adept at training and developing customer service professionals discussing customer service issues with larger customers and working with other executives to improve the customer service

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## Experience

### Corporate Operation Executive

BVS Global

July 2024 - Present

- Facilitate attestation and submission of documents for UAE and KSA visa applications on behalf of corporate clients.
- Assist clients with work visa arrangements and support senior management with service-related queries.
- Coordinate with clients, vendors, and corporate senior management to ensure smooth lifecycle management.
- Conduct meetings and presentations for various corporate departments.
- Build strong relationships with senior management and address queries promptly.
- Liaise with embassies and consulates for visa requirements, processing times, and procedures.
- Maintain accurate records of documents and correspondence with diplomatic missions and government bodies.
- Ensure compliance with data protection regulations and corporate travel policies.

### Customer Support Executive

Air India Express

April 2019 - April 2024

• Assisting Revenue Managers with inventory. • Management and ancillaries revenue optimisation. • Closely monitoring key competitors fare and schedule data in assigned markets and respond strategically. • Compiling post flight data and generating reports for determining KPIs of previous day's flights. • Investigate and coordinate with finance team over all refund issues and generate refund vouchers for eligible pax. • Update pax manifest data in group bookings and update OK To Board after due verification of travel documents. • Responded promptly to passenger inquiries regarding travel details and airport-related issues on Slaseforce- CSM- OMNI • Managed the cancellation process for both FIT and Group Desk PNRs, ensuring accuracy and compliance with company policies on Navitaire- SkySpeed • Facilitated refund processing for passengers and internal staff employees. • Coordinating with airport staff from different stations on escalation matters raised on email regarding bookings.

### Client Service Associate

Tata Consultancy Services Pvt Ltd.

Feb 2015 - Jan 2019

• Finance the clients on trade documents Scrutinizing export documents of customers such as bills of exchange, letter of credit, invoices and transport document and OFAC screening as per RBI guidelines. • Resolving queries raised by various stakeholder's and also handling queries of Relationship Manager whenever on boarding new customer on system. • Preparing MIS Reports on month end. • Cash Reconciliations of cheques deposit from different bank to citi bank on flexcube system.

### Customers Verification Executive

Quikr India Pvt Ltd

June 2014 - Jan 2015

• Verifying customer details and Activating the package. • Maintaining customer records in database.

## Marketing Executive

Kotak Mahindra Bank Ltd

Nov 2012 - June 2014

- Providing Customer Services for various policies of kotak.
- Co-ordinating with RM and PSM for closer of policies.
- Mentoring and coaching fresher team member for overall performances.

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### Skills

Verbal and Written Communication, Customer service, Communication skills, Technical Writing, Analytical Skills, Adaptability

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### Education

IITC Mumbai

12/2019

### B.Com

SNDT Women's University (Mumbai)

12/2012

### HSC

K.G.Mittal Collage (Mumbai)

12/2009

### SSC

Z.B Zakeria School (Virar)

12/2007

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### Languages

English, Hindi, Marathi (Marāṭhī)

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### Certificates

IATA

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### Awards

Best Performance for Customers Service in TCS., Cleared 2 Level exams of Trade by TCS., Best performance awards as a fresher in Kotak.