

YADAV SACHIN DIPAKBHAI

Operations & Customer Relations Professional

☐ +91 7383994148 | ☐ Bhavnagar, Gujarat, India | ☐ English · Hindi · Gujarati

PROFESSIONAL SUMMARY

Results-driven operations professional with 6+ years of progressive experience spanning data management, customer relations, HR support, legal recovery, and insurance processing. Known for precision, persistence, and building strong professional relationships. Proficient in Tally ERP 9 with GST, and skilled in multi-departmental coordination across BFSI, telecom, and manufacturing sectors.

CORE COMPETENCIES

Recovery & Legal
Ops

Data Entry &
Accuracy

Customer
Relations

Tally ERP 9 +
GST

HR
Support

Insurance
Processing

SIM & Telecom
Support

MS Office / Computer
Ops

Multi-language
Communication

PROFESSIONAL EXPERIENCE

Recovery & Legal Management Executive Fine Refiners Ltd.

Nov 2024- till datet

- ☐ Lead end-to-end recovery call operations, coordinating with legal teams to resolve outstanding dues
- ☐ Maintain meticulous documentation of legal proceedings, notices, and case outcomes
- ☐ Develop and implement structured follow-up strategies to improve recovery success rates

Tele-Calling Executive VI Customer Care

Aug 2023 – Oct 2024

- ☐ Managed high-volume inbound and outbound calls, delivering prompt resolution for recharge and SIM card queries
- ☐ Achieved consistent customer satisfaction through empathetic communication and first-call resolution
- ☐ Trained on telecom product portfolio enabling accurate and efficient customer guidance

HR Department Apprentice Sumitomo Chemical India Ltd.

Jul 2022 – Jul 2023

- ☐ Supported HR operations through accurate domestic data entry and employee record maintenance
- ☐ Assisted in onboarding documentation and coordination of HR processes in a large-scale manufacturing environment

Office Assistant & Computer Operator J.S.W Sanjay Sales Pvt. Ltd.

Jan 2022 – Jun 2022

- ☐ Handled daily office operations, document management, and system-based data processing
- ☐ Ensured seamless administrative workflow through accurate record keeping and inter-departmental coordination

Data Entry Operator

IFFCO Tokio General Insurance Co. Ltd.

Dec 2019 – Dec 2021

- ☐ Processed and accurately entered all categories of insurance policy data across motor, health, and commercial lines
- ☐ Maintained zero-error standards on policy documentation, contributing to smooth claims and renewals workflows
- ☐ Built domain expertise in insurance operations over 2 years in a high-accountability environment

EDUCATION & CERTIFICATIONS

Qualification	Institution	Year	Result
Tally ERP 9 with GST	Excellent Classes	2019	Grade A+
C.C.C (Computer Concepts)	R.R.R. Computer	2011	Grade A+
B.Com	M.K.B.U	2016	51.28%
H.S.C	G.H.S.E.B	2013	56%
S.S.C	G.H.S.E.B	2011	48%

PERSONAL DETAILS

☐ Date of Birth:	18 June 1995	☐ Nationality:	Indian
☐ Gender:	Male	☐ Religion:	Hindu
☐ Marital Status:	Unmarried	☐ Address:	Plot 27/3, Ruvapari Road, Ruvapari Chowk Bhavnagar- 364001

Declaration: I hereby declare that the information furnished above is true and correct to the best of my knowledge. I shall produce original documents for verification whenever required.