

KAMALA EDUCATION SOCIETY'S
**PRATIBHA COLLEGE OF COMMERCE &
COMPUTER STUDIES**

RECOGNIZED BY GOVERNMENT OF MAHARASHTRA AFFILIATED TO SAVITRIBAI PHULE PUNE UNIVERSITY
NAAC "A" GRADE WITH 3.22 CGPA ACCREDITED EDUCATIONAL INSTITUTE IN PCMC AREA

Pratibha Finishing School

In association with ATOS SYNTEL A.Y. 2023-24

30 Hours -Training Sessions on CRM (Customer Relationship Management)

NOTICE

All the students of TYBBA & TYBBA(IB) are hereby informed that 30 Hours -Training Sessions on CRM(Customer Relationship Management) course under Pratibha Finishing School is starting from 25th July 2023 – 5th August 2023 in offline mode. After completing the course and assessment exam you shall get two certificates for the same i.e GTT-Barclays and your respective departmental certificate which will mark your 3 credits into your final mark sheet.

Date : 25th July 2023 -5th August 2023

Course : 30 Hours -Training Sessions on CRM(Customer Relationship Management)

Reporting Time : 10 Mins before your batch start time .

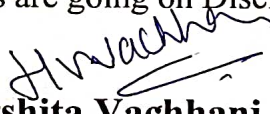
Mode of Conduct : Offline

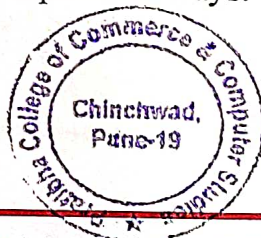
Batchwise Details :

Class	RollNO /SrNO	Date	Time	Course	Venue	Trainer Name
TYBBA	1-80	25 th July 2023 – 5 th August 2023	9:00 AM - 12:00PM	30 Hours - Training Sessions on CRM(Customer Relationship Management)	G4	ATOS - SYNTEL

Important Points to Remember:

1. Attendance is compulsory.
2. ID - Card is mandatory.
3. Be in proper attire.
4. Carry your notebook, pen, tiffin water bottle.
5. As exams are going on Discipline is expected always.


Dr. Harshita Vachhani
(Head of Training & Placement)




Dr. Kshitija Gandhi
(I/C Principal)

BLOCK D-III PLOT NO.3, BEHIND MEHTA HOSPITAL, OFF MUMBAI-PUNE HIGHWAY, CHINCHWAD PUNE-411019.

WEBSITE: - www.pcccs.org.in E-MAIL: - pcccs@pratibhagroup.org.in PHONE: - 8600100942 / 8600100945

BA / B Com / BBA (REG) / BBA (IB) / BBA (CA) / BCA (Sci) / BSc (REG) / BSc (CS) / BSc (CDS) / M.Com / MSc (CS) / MSc (CA)

Pre-Placement Activities (2023-24)

(Pratibha Finishing School)

Pratibha Finishing School was formed in the year 2017-18 with a thought of up skilling students on soft-skills, aptitude skills and technical skills which will help them to crack interviews and get placed in companies. At Pratibha Finishing School we continuously take efforts to up skill the students by designing various courses.

'Keep training and keep learning until you get it right'

We recognize the importance of a career choice in each and every student's life, as a result it is important to coach and develop a student individually to ensure the student is able to make an informed choice on career.

CONVENER: - Prof. Harshita Vachhani (Head, Training and Placements)

TRAINERS LIST: -

Sr. No.	Names
1)	Mrs. Divya Dhadve



FACULTY MEMBERS: -

Sr. No.	Name of Faculty Member	Role
1)	Dr. Harshita Vachhani	Head, Training and Placements
2)	Prof. Kanan Padte	Member
3)	Prof. Shakuntala Devi	Member

STUDENT MEMBERS: -

Sr. No.	Name of Student	Class
1)	Ms. Kavita Kumari Thakur	FY MSc (CS)
2)	Mr. Aditya Vishwakarma	TY BSc (CS)
3)	Mr. Vipul Sable	TY BSc (CS)

OVERALL ANALYSIS: -

Sr. No.	Course Name	Name of Organization	Date	Classes Involved	Total Count
1)	30 - Hours Training on CRM (Customer Relationship Management)	Atos Syntel	25 th July 2023 - 5 th August 2023	T.Y.BBA(Reg) T.Y.BBA(IB)	98

DETAILED STUDENTS BENEFITED COURSE WISE ANALYSIS: -

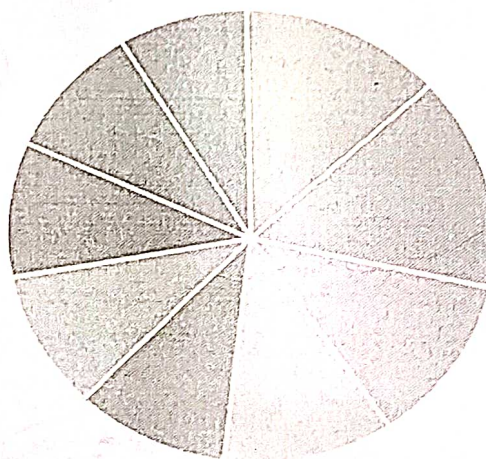
Sr. No.	Classes	No. of Students	Total Count
1)	T.Y.BBA(Reg)	54	98
2)	T.Y.BBA(IB)	44	



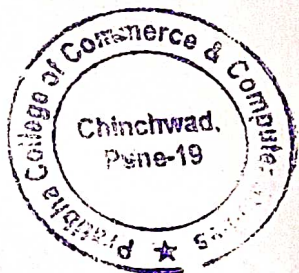
DETAILED STATISTICAL ANALYSIS: -

Date	Class		Total
	T.Y.BBA (Reg)	T.Y.BB A(IB)	
25 th July	38	33	71
26 th July	43	38	81
27 th July	38	27	65
28 th July	35	26	61
31 th July	34	21	55
1 st August	29	24	53
2 nd August	28	24	52
3 rd August	28	23	51
4 th August	25	21	46

Students



25th July 26th July 27th July 28th July 31th July
 1st August 2nd August 3rd August 4th August



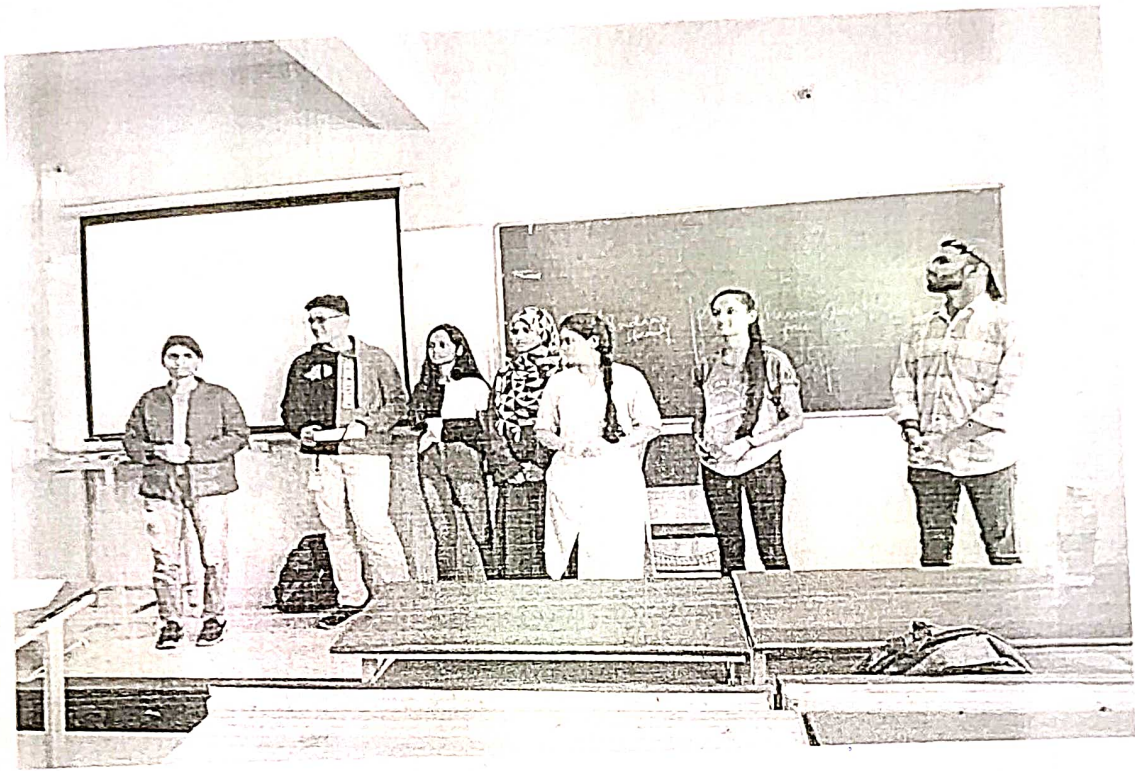
TOPICS COVERED: -

Sr. No.	Date	Topic
1)	25 th July	P2P Interaction
2)	26 th July	Soft skills
3)	27 th July	Resume building
4)	28 th July	Debates
5)	31 th July	C2C Interactions
6)	1 st August	Leader qualities
7)	2 nd August	Communication
8)	3 rd August	Interview
9)	4 th August	Tele Interaction

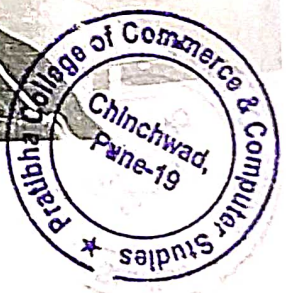
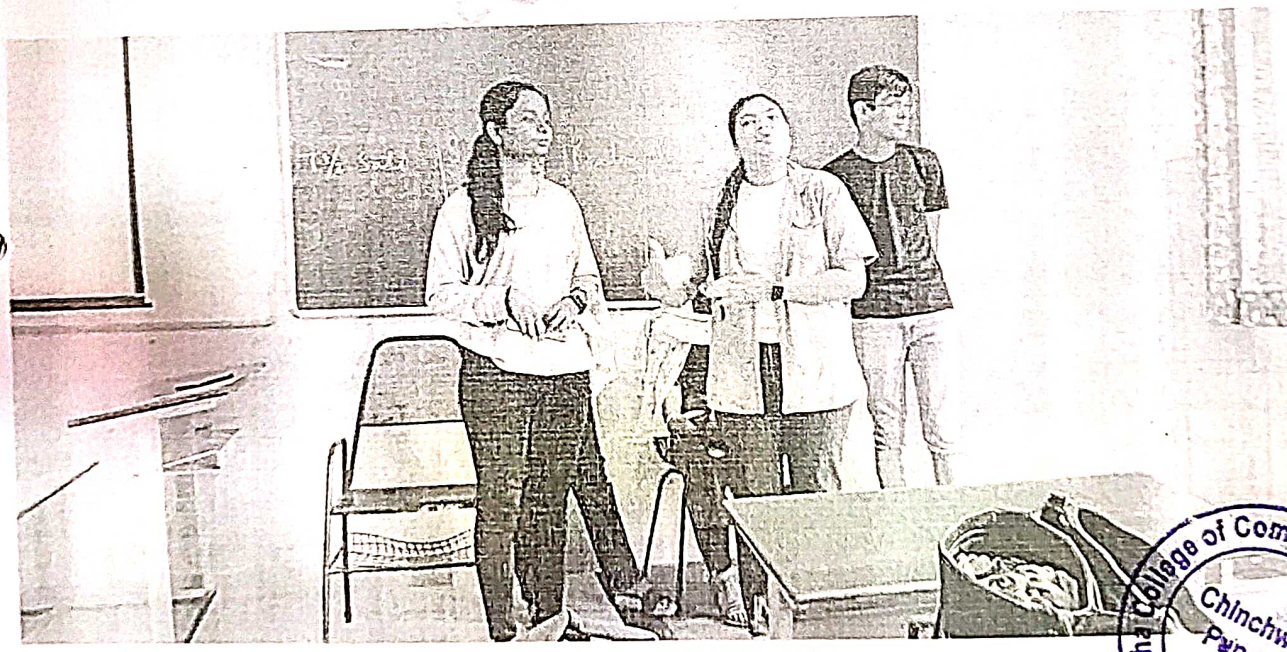


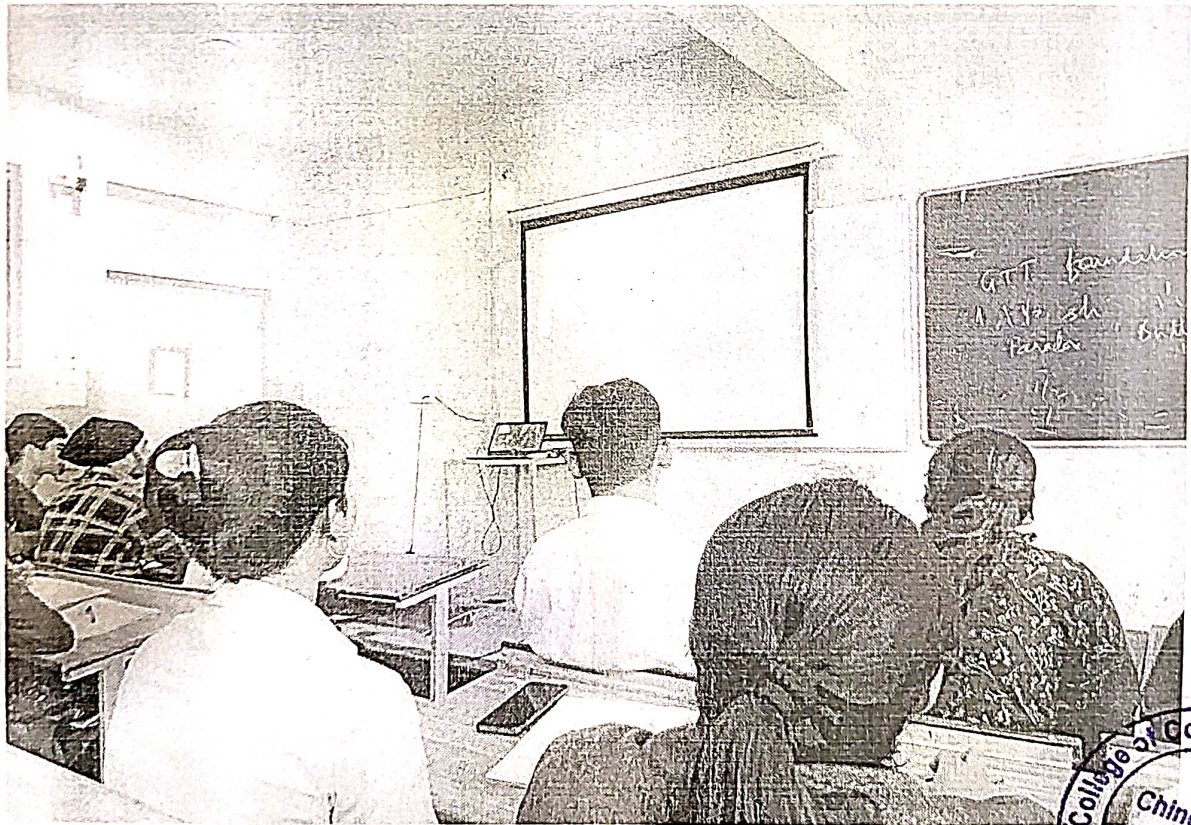
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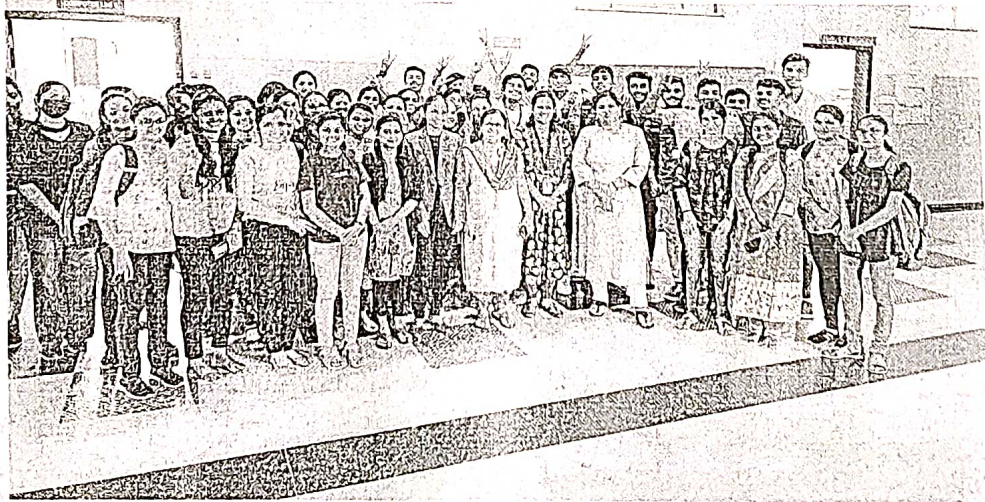
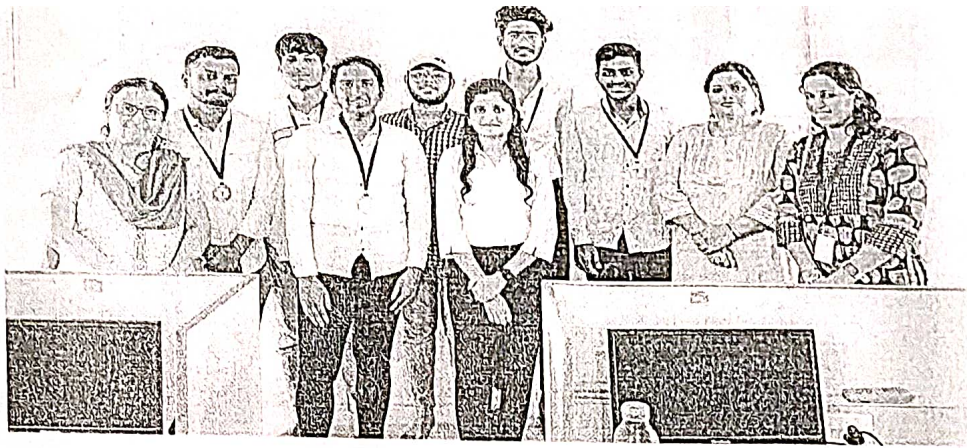


Office





Pratibha College of Commerce & Computer Studies
Chinchwad,
Pune-19



[Signature]
Dr. Harshita Vachhani
(Head, Training & Placements)



[Signature]
Dr. Kshitija Gandhi
(I/C Principal)

Kamala Education Society's
PRATIBHA COLLEGE OF COMMERCE AND COMPUTER STUDIES,
CHINCHWAD

Pratibha Finishing School

Report on "30 – Hours Training on CRM (Customer Relationship Management)"

25th July – 4th August 2023

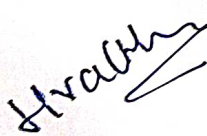
As determined by the higher authorities and the prudent support of Atos Prayas the Customer Relationship Management program was organized by Pratibha Finishing School. It was a 30 – Hours Training on CRM (Customer Relationship Management) for the academic year 2023-24 from 25/07/2023 to 04/08/2023 the detailed record of the session is as follows

At PCCCS, every year we execute a number of training programs for our students in collaboration with corporate giants.


This particular program was successfully attended by students, sourcing from T.Y.BBA(IB), T.Y.BBA(Reg). The entire strength of the students was divided into groups, for the purpose of better interactive sessions and effective results. Into each batch, teacher coordinators were participating to facilitate and ensure better implementation of the initiative. During this program, various experts from Atos Prayas were invited to nurture our students for the Customer Relationship Management skills. The trainers had not left any stone unturned, to make the sessions innovative and result oriented. The syllabus for the training was designed in the customized way to yield it very resourceful for the third year.

The trainers in their delivery were very much at premium competency, very creative and well able to disseminate the complexities to simplicities. The students also enjoyed a lot, they actively participated in every activity, which was very much evidenced by overflowing responses by students. Finally, after the summation of the training program, the students were very grateful and glad for the immense contribution of the company. Thus, the overall experience of this nine days training program was holistically very fruitful and empowering.

At the outset the session ended with a valedictory function carried out by the department in presence of Dr. Deepak Shah, Secretary KES, Dr. Rajendra Kankariya CAO KES, Dr. Kshitija Gandhi, I/C Principal PCCCS, Dr. Jayashree Muley IQAC Coordinator, Dr. Harshita Vachhani Program-Coordinator Computer Science department, The Trainer guided our students. Total 98 students attended the event.


Dr. Harshita Vachhani
(Head, Training & Placements)




Dr. Kshitija Gandhi
(I/C Principal)

KAMALA EDUCATION SOCIETY'S

**PRA TIBHA COLLEGE OF COMMERCE &
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RECOGNIZED BY GOVERNMENT OF MAHARASHTRA AFFILIATED TO RAJAWADE PURI & PUNE UNIVERSITY
AACSB GRADE WITH 5.92 COPA ACCREDITED EDUCATIONAL INSTITUTE IN PUNE & P.

Pratibha Finishing School

In association with ATOS SYNTEL A.Y. 2023-24

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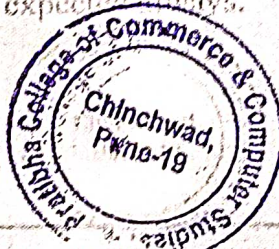
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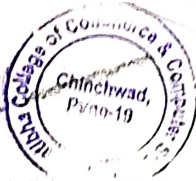
Dr. Harshita Vachhani
(Head of Training & Placement)



Dr. Kshitija Gandhi
(I/C Principal)

Block D-BI Plot No. 3, Behind Merta Hospital, Off. 100 ft. Pure Highway, Chinchwad Pure - 411019.
Website: www.pcccs.org / www.pcccs.org / pcccs@pratibhagroup.org / Phone: 8000100943 / 8000100943
BA / B Com / BBA (REG) / BBA (IN) / BBA (CA) / BCA (50) / BSc (REG) / BSc (CS) / BSc (CDS) / M.Com / MSc (CS) / MSc (CA)

KES's
Pratibha College of Commerce & Computer Studies
Pratibha Finishing School



In association with ATOS SYNTEL A.Y. 2023-24

30 - Hours Training Session on CRM (Customer Relationship Management)

T.Y.BBA 2023-24

Date: 25th Jul 2023 - 5th Aug 2023

Timings: 9:00am - 12:00pm

Sr. No	Display name	Contact No	25 th Jul	26 th Jul	27 th Jul	28 th Jul	Holiday 29 th Jul	31 st Jul	1 st Aug	2 nd Aug	3 rd Aug	4 th Aug	5 th Aug
1	Nisha Sharma	7757031038	Nisha	Nisha	Nisha	Nisha		Nisha	Nisha	Nisha	Nisha	Nisha	
2	Sanam Kumbasi	7719611488	Sanam	Sanam	Sanam	Sanam		Sanam	Sanam	Sanam	Sanam	Sanam	
3	Preeti Varma	9096266052	Preeti	Preeti	Preeti	Preeti		Preeti	Preeti	Preeti	Preeti	Preeti	
4	Priya Bankar	8888879866	Priya	Priya	Priya	Priya		Priya	Priya	Priya	Priya	Priya	
5	Chetan Sharma	8767270048	Chetan	Chetan	Chetan	Chetan		Chetan	Chetan	Chetan	Chetan	Chetan	
6	Mahit Rajput	7058431909	Mahit	Mahit	Mahit	Mahit		Mahit	Mahit	Mahit	Mahit	Mahit	
7	Sayali S. Kakade	9022 105515	Sayali	Sayali	Sayali	Sayali		Sayali	Sayali	Sayali	Sayali	Sayali	
8	Arijun Chouhan	7841043022	Arijun	Arijun	Arijun	Arijun		Arijun	Arijun	Arijun	Arijun	Arijun	
9	Hishashi Doshi	8459320323	Hishashi	Hishashi	Hishashi	Hishashi		Hishashi	Hishashi	Hishashi	Hishashi	Hishashi	
10	Lalit Choudhary	8999579787	Lalit	Lalit	Lalit	Lalit		Lalit	Lalit	Lalit	Lalit	Lalit	
11	Hanshita Raut	8208091008	Hanshita	Hanshita	Hanshita	Hanshita		Hanshita	Hanshita	Hanshita	Hanshita	Hanshita	
12	Ketan Marathe	8767620106	Ketan	Ketan	Ketan	Ketan		Ketan	Ketan	Ketan	Ketan	Ketan	
13	Mitali Mandekar	7972422220	Mitali	Mitali	Mitali	Mitali		Mitali	Mitali	Mitali	Mitali	Mitali	
14	Gurish Shinde	8698788930	Gurish	Gurish	Gurish	Gurish		Gurish	Gurish	Gurish	Gurish	Gurish	
15	Anushka Kataride	8180845079	Anushka	Anushka	Anushka	Anushka		Anushka	Anushka	Anushka	Anushka	Anushka	
16	Shamshuraji Chaudhary	7058243556	Shamshuraji	Shamshuraji	Shamshuraji	Shamshuraji		Shamshuraji	Shamshuraji	Shamshuraji	Shamshuraji	Shamshuraji	
17	Richika Ashok Kale	8421536958	Richika	Richika	Richika	Richika		Richika	Richika	Richika	Richika	Richika	
18	Anj Sonawane	0749925268	Anj	Anj	Anj	Anj		Anj	Anj	Anj	Anj	Anj	
19	Kajal Kashyap	9209274160	Kajal	Kajal	Kajal	Kajal		Kajal	Kajal	Kajal	Kajal	Kajal	
20	Satish Matpote	8421266209	Satish	Satish	Satish	Satish		Satish	Satish	Satish	Satish	Satish	
21	Shruti J. Kharade	930768098	Shruti	Shruti	Shruti	Shruti		Shruti	Shruti	Shruti	Shruti	Shruti	
22	Amruta Salhe	7709776189	Amruta	Amruta	Amruta	Amruta		Amruta	Amruta	Amruta	Amruta	Amruta	
23	Priyesh Patil	8180993798	Priyesh	Priyesh	Priyesh	Priyesh		Priyesh	Priyesh	Priyesh	Priyesh	Priyesh	
24	Shubham Tambade	8483040155	Shubham	Shubham	Shubham	Shubham		Shubham	Shubham	Shubham	Shubham	Shubham	
25	Sanskriti S. Dhage	9022136989	Sanskriti	Sanskriti	Sanskriti	Sanskriti		Sanskriti	Sanskriti	Sanskriti	Sanskriti	Sanskriti	
26	Ashi Sharma	8149636519	Ashi	Ashi	Ashi	Ashi		Ashi	Ashi	Ashi	Ashi	Ashi	
			38	45	38	35		34	29	28	28	25	

KES's
Pratibha College of Commerce & Computer Studies
Pratibha Finishing School
In association with ATOS SYNTEL A.Y. 2023-24



T.Y.BBA(IB) 2023-24

30 - Hours Training Session on CRM (Customer Relationship Management)

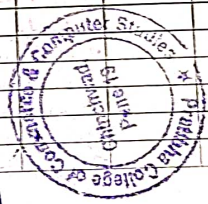
Date: 25th Jul 2023 - 5th Aug 2023

Timings: 9:00am - 12:00pm

Sr. No	Display name	Contact No	25 th Jul	26 th Jul	27 th Jul	28 th Jul	29 th Jul	31 st Jul	1 st Aug	2 nd Aug	3 rd Aug	4 th Aug	5 th Aug
1	Kedar Kale	8957811614	Kale	Kale	Kale	Kale		Kale	Kale	Kale	Kale	Kale	
2	DESHMUKH GANESH	9145459488	Deshmukh	Deshmukh	Deshmukh	Deshmukh		Deshmukh	Deshmukh	Deshmukh	Deshmukh	Deshmukh	
3	Shrushti Reddy	7219813347	Reddy	Reddy	Reddy	Reddy		Reddy	Reddy	Reddy	Reddy	Reddy	
4	Jyoti Singh	9834603035	Singh	Singh	Singh	Singh		Singh	Singh	Singh	Singh	Singh	
5	Kavita Gehlot	9079047571	Gehlot	Gehlot	Gehlot	Gehlot		Gehlot	Gehlot	Gehlot	Gehlot	Gehlot	
6	Priyanka Gupta	9579460441	Gupta	A	A	A		A	A	A	A	A	
7	Shikha Bushra	8625963787	Bushra	A	A	A		A	A	A	A	A	
8	Anisha Agarwal	902151599	Agarwal	A	A	A		A	A	A	A	A	
9	Gaurav Gaware	8421642713	Gaware	A	A	A		A	A	A	A	A	
10	Bushra Shi		A	A	A	A		A	A	A	A	A	
11	Vaishravi Hanawade	8482871795	A	A	A	A		A	A	A	A	A	
12	Saloni Satamdekar	9594240345	A	A	A	A		A	A	A	A	A	
13	Pragati Sukhiya	9607752877	A	A	A	A		A	A	A	A	A	
14	Shreyashi Barange	7507900536	A	A	A	A		A	A	A	A	A	
15	Nashika Dhanivani	9356930820	A	A	A	A		A	A	A	A	A	
16	Shanket Harbhe	7262001717	Harbhe	A	A	A		A	A	A	A	A	
17	Neha Bansode	8956622570	Bansode	A	A	A		A	A	A	A	A	
18	Chhaya Anankar	8446780979	Anankar	A	A	A		A	A	A	A	A	
19	Dhanraj Shingate	8007463912	Shingate	A	A	A		A	A	A	A	A	
20	Gauri Kamble	7219219167	Kamble	A	A	A		A	A	A	A	A	
21	Akshada Wakhare	9322274778	Wakhare	A	A	A		A	A	A	A	A	
22	Nareshkumar Jakhar	8530328210	Jakhar	A	A	A		A	A	A	A	A	
23	Tuni Pinbandhu Bashi	8468854736	Bashi	A	A	A		A	A	A	A	A	
24	Arshin Khan	8080724997	Khan	A	A	A		A	A	A	A	A	
25	Shivangi Pawar	7420952054	Pawar	A	A	A		A	A	A	A	A	
26	Rejendra Jadhav	9322260488	Jadhav	A	A	A		A	A	A	A	A	

33 33 27 26 21 24 24 23 21

Sr. No	Display name	Contact No	25 th Jul	26 th Jul	27 th Jul	28 th Jul	29 th Jul	31 st Jul	1 st Aug	2 nd Aug	3 rd Aug	4 th Aug	5 th Aug
27	Piyush Sancheti	9822436448	DKS	DKS	DKS	A	DKS	A	DKS	DKS	DKS	DKS	DKS
28	Sakshi Jadhav	7327562100	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS
29	Nishu Jadhav	9657704502	A	A	A	A	A	A	A	A	A	A	A
30	Suryamurthy Sahu	4765462409	A	A	A	A	A	A	A	A	A	A	A
31	Poojati Hinge	9309799993	A	A	A	A	A	A	A	A	A	A	A
32	Soni Sah	8421850200	A	A	A	A	A	A	A	A	A	A	A
33	Shanket Jurote	7777061117	A	A	A	A	A	A	A	A	A	A	A
34	Pratiksha Tekale	9655090271	A	A	A	A	A	A	A	A	A	A	A
35	Arushi Tembhare	828002424	A	A	A	A	A	A	A	A	A	A	A
36	Rushika Surjawanishi	9699848839	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS
37	Shruti Takale	9322334627	A	A	A	A	A	A	A	A	A	A	A
38	Aarav Gawde	7620944720	A	A	A	A	A	A	A	A	A	A	A
39	Chhatrapal Rajput	7024325852	A	A	A	A	A	A	A	A	A	A	A
40	Sonal Rao	721954012	A	A	A	A	A	A	A	A	A	A	A
41	Saravudhi Bhat	7622332404	A	A	A	A	A	A	A	A	A	A	A
42	Aliya Shaikh	801031345	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS
43	Karthika Wanjari	957993438	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS
44	Snaha Phonde	9552213263	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS	DKS
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KES' Pratibha College of Commerce and Computer Studies
Chinchwad, Pune - 411019.

Feedback form
Pratibha Finishing School A.Y 2023-24
"30 - Hours Training Session on CRM (Customer Relationship Management)"
Date: 25th Jul 2023 - 5th Aug 2023

Dear Sir / Madam,

We are very much grateful to you for gracing us with your profound presence and eminent expertise to make our initiative and the event - the grand success.

We would appreciate few words from you on our journey to reach new heights.
Please write your feedback / views about this event:

It was a great experience.

Please ✓/✗ in appropriate column

		Excellent	Good	Satisfactory	Poor
a)	Infrastructure of the Event		✓		
b)	Technical support		✓		
b)	Hospitality		✓		
c)	Appropriateness in Scheduling of event (date, time, venue)		✓		
d)	Approach of students		✓		
e)	Overall rating		✓		

Any Suggestion / Comments for betterment:

No. Suggestions

Your Name:

Dinys Dhadne

Company Name:

GTT

Designation:

Trainer (Freelance)

Contact no:

9130043439

Email id:

dinys.dhadne1995@gmail.com

Website:

.....Thanks for attaching your Visiting card

Thanking you for your utmost cooperation and expecting the same in future too...



KES' Pratibha College of Commerce and Computer Studies
Chinchwad, Pune - 411019.

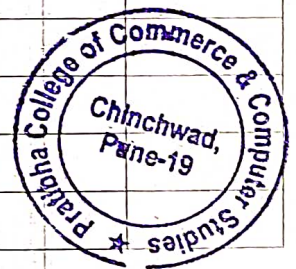
Pratibha Finishing School A.Y 2023-24

"30 - Hours Training Session on CRM (Customer Relationship Management)"

Date: 25th Jul 2023 - 5th Aug 2023

Trainer Name:- Diny Dhadne
Phone Number:- 9130043439
Email:- dinydhadne@995@gmail.com

Sr. No.	Date	Batch	Topics Covered	Sign
	25 th 7/23	20 th	Communication Skill	<u>dr</u>
			Body language & grooming	<u>dr</u>
	26 7/23		Positive Attitude	<u>dr</u>
			Stress Management	<u>dr</u>
	27 7/23		email etiquettes	<u>dr</u>
			Digital Identity	<u>dr</u>
	28 7/2023		Resume Writing	<u>dr</u>
			P2P, O2C, R2R	<u>dr</u>
	31 8/23		Customer Relationship Management	<u>dr</u>
			Customer Centric Approach.	<u>dr</u>
	1 2 2023		Creating wow! factor	<u>dr</u>
			Interview Skills	<u>dr</u>
	2 2 2023		Presentation Skills	<u>dr</u>
	3 2 2023		Business Etiquettes.	<u>dr</u>
	4 2 2023		Activity on CRM	<u>dr</u>
	5 2 2023		Campus to Corporate	<u>dr</u>



KES' Pratibha College of Commerce and Computer Studies
Chinchwad, Pune - 411019.

Pratibha Finishing School A.Y 2023-24

"30 - Hours Training Session on CRM (Customer Relationship Management)"

Date: 25th Jul 2023 - 5th Aug 2023

Company Name: GTT

Date: 4/08/2023

Name of the Student: - Shruti Jaywant Kharade

College Name: Pratibha college

Class: - Ty. BBA (Reg) Phone Number: - 9307680989

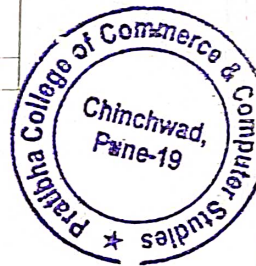
Email: - Shruti.kharade88@gmail.com

Please '√' in appropriate column

		Excellent	Good	Satisfactory	Poor
a)	Infrastructure of the Event	✓			
b)	Hospitality		✓		
c)	Appropriateness in Scheduling of event (date, time, venue)			✓	
d)	Approach of Supporting members			✓ ✓	
e)	Overall rating			✓ ✓	

Suggestion If any:

Signature: Shruti Kharade



KES' Pratibha College of Commerce and Computer Studies
Chinchwad, Pune - 411019.

Pratibha Finishing School A.Y 2023-24

"30 - Hours Training Session on CRM (Customer Relationship Management)"

Date: 25th Jul 2023 - 5th Aug 2023

Company Name: GTT

Date: 04/07/23

Name of the Student: - Anurita Raju Salhi
College Name: - Pratibha College of Commerce & Computer Studies
Class: - T.Y. B.B.A (Keg) Phone Number: - 7709776189
Email: - anurita.salhi.ecol@gmail.com

Please ✓ in appropriate column

		Excellent	Good	Satisfactory	Poor
a)	Infrastructure of the Event		✓		
b)	Hospitality		✓		
c)	Appropriateness in Scheduling of event (date, time, venue)		✓		
d)	Approach of Supporting members		✓		
e)	Overall rating	✓	✓		

Suggestion If any: No Suggestion

Signature: - *Anurita*



I was a great learning experience.

First of all thank you WTT, AOS Prayag

Foundation for arranging wonderful session and special thanks to Divya Man and

she was great while teaching and the

activities she have taken in class room were so
was really meaningful to us

Nisha
Nisha Sharma

