**RESUME**

**ANITA G Jagdale**

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**OBJECTIVE:**

To learn & grow in a professional environment by contributing to the growth of the organization and to have bright personal career.

**WORK EXPERIENCE:**

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**Name of Organization: Landmark Infonet Pvt Ltd**

**Department** : Warranty Helpdesk

**Duration** : Feb 2017 to June 2020

**Responsibilities :** Handling IDBI Bank project as Project Coordinator for PAN India.

**Job Profile**

* Maintain the Call summary Report and MIS report.
* Follow up on Open calls from branches across Pan India.
* Follow up for Printer, Scanner & print server Installation with vendors and internal team
* Provide technical support to Engineers.
* Provide online support for warranty software calls through VNC.
* Follow up for Invoices for Pan India locations.

**Name of Organization: F1 info Solutions & services**

**Department** : **Service Department**

**Duration** : **March 2016 to Jan 2017**

**Responsibilities :** Handling TATA AIG project as Project Coordinator for PAN India.

**Job Profile**

* Maintain the Call tracker/ Cost sheet/ Investigate cases.
* Follow-ups on Open calls from branches across Pan India.
* Sending quotation on TATA AIG portal, update the cost sheet accordingly.
* Sharing JOB ORDER with respective team
* Close the calls in TATA AIG portal.
* Follow up for Internal Invoices for Pan India locations.

Handling Onsite Electro project as Project Coordinator for PAN India.

* Maintain the Call Tracker File.
* Follow-up with executives for Quotation of the Calls.
* Follow-ups on Open calls from branches across Pan India
* Follow up for Internal Invoices for Pan India locations.
* Follow up for Payments with Vendors

**Name of Organization: Spectra Analytical Pvt Ltd.**

**Department** : **Production Department**

**Duration** : **August 2013 to Feb 2016**

**Responsibilities** : **Handling Basic Accounts & Work as a Calibration Engineers Cum Call coordinator**

**Job Profile**

* Keep records of Daily incoming & outgoing cash.
* Maintain records of accounts in Excel sheets.
* Calibrated Spectro Machines.
  + Download Calls from Customers
  + Allocated calls to Engineers as per locations.
  + Update the status to seniors.
  + Keep attendance records of engineers.

**Name of Organization: Accel Frontline Services Ltd.**

**Department** : **IT Department**

**Duration** : **21st June 2011 to July 2013**

**Responsibilities** : **Handling IT Department as a CCO In-charge and Inventory In-charge**

**Job Profile**

**As a Inventory Person**

* + - * + Handled the responsibilities of receiving the Printers, Scanners and Monitor Defectives from Engineers.
        + Handled the responsibilities dispatching defectives Materials to HO and Vendors like Kodak, Lexmark, Brother, Ricoh and View sonic.
        + Issue of Good Parts to Engineers through system.
        + Receipt of Good Parts through system after tally the same with manual DC.
        + Creating Buffer orders through system and also creating Sales Order after selling the

Parts to the customers.

* + - * + Daily sending report to vendors & HO
    - Daily mailing the Dispatching file to seniors.
    - Take a Monthly audit of good parts

**As a Call coordinator**

* + - Download Calls from Company software.
    - Allocated calls to Engineers as per locations.
    - Fallow up the engineers for calls updates.
    - Update the status in the companys software as well as vendors software.
    - Keep attendance records of engineers.

**Department : Mobile (TRS)**

**Duration : May 16, 2005 to 20th June 2011**

**Designation : Senior Executive  Inventory**

**Responsibilities : Handling Mobile Department as a Mobile In-charge**

**Job Profile**  **:**

* Working as a Mobile In-charge & storage In-charge and Co-ordinate with all

Vendors

* All necessary fillings were to be done on daily basis.
* All the stock PCB, Accessories, Spares was given under my responsibilities.
* Handled the responsibilities of Check & issue the good PCB and the spares.
* Handled the responsibilities of receiving the Defective PCB and spares from the engineers and all that to be sent to H/O same day without fail.
* Daily mailing of the Dispatch details to the H/O without fail.
* Creating D.C. online was another keen process which has to be carried on sending defectives.
* Successfully acquired training from Run Service Info care Pvt. Ltd. Twice during the period.

**Name of Organization: Birla College (Kalyan)**

**Department : Library**

**Duration : June 2003 to Feb 2005**

**Job Profile** Issuing & receiving Book**s**

Handled student queries regarding various kinds of books

Prepare Annual Reports.

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**EDUCATIONAL QUALIFICATION:**

* Passed S.S.C. in March 1995(Mumbai Board)with SECOND CLASS
* Passed H.S.C. in FEB 1997 (Mumbai University)with SECOND CLASS
* Passed T.Y. B com in March 2000 (Mumbai Board) with PASS CLASS

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**ADDITIONAL QUALIFICATIONAL:**

Computer Literacy: Knowledge in Excel,

MS Office, Windows & Internet.

Certificate course of MSCIT (Govt. Approved)

Tally 4.2

Manual Typing: 30 wpm Typing in English.

**PERSONAL DETAILS**:

Date of Birth : 22nd Feb 1980

Marital Status : Married

Language of Known : English, Marathi and Hindi

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**STRENGHTS:**

Good interpersonal skills

Hardworking and willing to take on new responsibilities and responds to it with good initiative

Achievement oriented with high energy and positive attitude

(Anita G Jagdale)