**SIDDHI SHAH**

Analytical and detail-oriented professional with experience coordinating, planning, and supporting daily operational and administrative functions to excel in an Office/Administrative Assistant role.

**Experience**

**March ’18 - Customer Service Executive**

**Present**  MTS EASY FIN SOLUTIONS PRIVATE LIMITED

* Handled Customer Interactions.
* Ensured all new admission call activities are in accordance to set guidelines.
* Share best practices and knowledge with colleague and team helping achieve the target.
* Ensured appropriate collection procedure maintaining the customer focus.
* Overcome client objection/rejection to company product and convince them.
* Answered call professionally providing complete information about products, obtain detail about complaints.
* Follow up ensuring relevant actions were taken on client complaints.
* Managed to keep records of customer interaction, transactions, complaints, comments as well as action taken, process orders, forms and applications.

**August ’17- Placement Executive**

**Feb ’18** ICA EDU SKILLS PRIVATE LIMITED

* Interview and/or referral of participants and business development resources as a result of skill development training sessions.
* Coordinate job search skills training sessions and orientations.
* Coordinate individual recruitment and job fairs.
* Maintain direct communication with employers by performing weekly visits.
* Perform weekly phone calls to students in order to have all personal information up to date.
* Submit weekly reports in order to track placement progress.

**Nov ’15 - HR Recruiter**

**Feb ’17** Karma Consultants

* Assisted in the recruiting process, including pre-screening/interviewing candidates for select clients, completed pre-screen checks, interview forms and reference checks, and assisting with orientation documents.
* Organized and updated data in Excel and Word.
* Created mailing lists.
* Proficient in recruiting candidates from all levels Junior Level to Senior Level.
* Identifying right candidates with required Skill set and experience and make sure that it should match with the requirement as per the job.

**Hard skills**

* E-mail systems
* File sharing systems
* Coordinating Calls

**Soft Skills**

* [Interpersonal Skills](https://zety.com/blog/interpersonal-skills)
* [Communication](https://zety.com/blog/communication-skills)
* Collaboration
* [Problem Solving](https://zety.com/blog/problem-solving-skills)
* [Leadership](https://zety.com/blog/leadership-skills)

**Education**

* 1. **M.COM, Pune University**

Specialization in Banking and Finance

2014-2017 **B. Com, Pune University**

Specialization in Public Relation

2012-2014 **B.Y.K College of Commerce**

**Personal Information**

**Mobile no:** 9767891423

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**D.O.B :** 23-12-1996

**Languages**

**known:** Gujarati, Hindi, Marathi, English.

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