

Address : 1081/89, Uday Apartment  
Near Naranpura Telephone Exchange  
132 Feet Ring Road,  
Ahmedabad 380 013  
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## KRUPALI ASHARA

### OBJECTIVE

- ❖ To obtain a challenging position in a company that can utilize a creative mind, an enthusiastic thirst for knowledge and a desire to exceed the standard of performance
- ❖ To use my qualification and expertise to embark on a successful career
- ❖ To achieve the organization requirement up to the mark

### EDUCATION

- ❖ S.S.C Gujarat Board in March 2007
- ❖ H.S.C Gujarat Board In March 2009
- ❖ Bachelors of commerce (B.Com Special in Accounting and Finance) Saurashtra University, Rajkot in March, 2012
- ❖ Masters of Commerce (M.Com special in Advance Corporate Accounting) Saurashtra University Rajkot in march, 2015

### ACHIEVEMENTS

- ❖ I Got Promotion in M/s. STEP – IN STAFFING SOLUTION as a Senior Recruitment consultant From May 2013 to July 2013
- ❖ I got promotion in M/S. MUTHOOT FINANCE LTD as a customer care officer from Dec 2015 to November 2017

### JOB RESPONSIBILITY

- ❖ Attend all walk – in customer and help them with their queries regarding instant gold loans.
- ❖ I inform to other product like Gold coin, Money Transfer, NCD, Insurance, Gold bond, Air Ticket etc.
- ❖ Cross Selling and Up Selling to product
- ❖ Call to Old Customer and New Customer and inform to about the Product like Gold Loan, Gold Bond NCD, etc.
- ❖ The Customer care associate is Responsible for receiving investigating and responding to all Customer inquiries regarding product services.
- ❖ The Customer care Associate will trouble shoot Problem and Coordinate with various internal Department to resolve the Problem.
- ❖ Tracking and Reporting of Relevant Customer Care Performance Metria.

#### COMPUTER SKILLS:

- ❖ Working knowledge of MS Word, MS Excel, MS Power point, Adobe Reader, Adobe Acrobat
  - ❖ Accounting Software: Tally
  - ❖ Easy adaptability and quick learner of new and In-house software.
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#### STRENGTHS:

- ❖ keen to Learn New Things
  - ❖ Techo- savvy
  - ❖ Believes In Team Work
  - ❖ Good Analytical Skills
  - ❖ Self-Motivated
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#### PERSONAL DETAILS:

- ❖ Full Name : Krupali Kabir Ashara
  - ❖ Languages Known : English, Hindi, and Gujarati
  - ❖ Date of Birth : 30/06/1992
  - ❖ Marital Status : Married
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#### REFERENCES

Name : Megha Raval

Name of the Company :M/s. MAS financial services

Mob No. 9924271427

Name : Pratik Ghadiya

Name of the Company : M/s. India Infoline Finance Limited (IIFL)

Mob No. 9974938895

#### Declaration:

I am confident of my ability to work. I confirm that the information furnished by me is true to the best of my knowledge & belief.

**Krupali Ashara**