**Jhanavi K Trivedi**

Kudrat residency b-502 vishwakarma chowk, karishnanagar ,nava naroda Ahmedabad. 382330



Mobile number: +91 **9824080194**

Email Id: jhanvitrivedi194@gmail.com

I would like to ensure a good Work which gives me the experience and where I can show my skills and fulfil your requirements.

**Company : Whirlpool of India Ltd**

**Designation: Office assistant cum Receptionist**

**Experience: 20th Feb 2007 To till date**

**Work Place**: Ahmedabad

**Base Location:** Ahmedabad

* **Experience:**
* Process For Ledger Through SAP System And Send The Soft Copy Of Balance And Ledger Cofirmation Timely.
* Send And Receiving Courier And update In record and maintain inward for the same Trade partner Visit / Satisfaction.
* Vendor Management : Checking Invoice with agreement, Follow up with vendor and follow up with HO for payment.
* Process For Zerox And Scaning The Documents And All Other Activity Of Filling And Bunch Making Of The Document.
* Co Ordinate With Modern Trade Dealer For Service Compliant PurposeCustomer / Dealer Satisfaction Call after complaint resolve.
* Co Ordinate With Service Partners And T.S.E For Service Co Ordination.
* Co Ordination and follow up with Graded Dealer For Routine Sign Off and will also take follow up for General Trade.
* Providing ledger and other document like Credit Note, Debit note, SRN to SP/SPD/TP .
* Update Record On Google Drive Ducument Of Service Partner LR/ARA/DD Send To Warehouse In Regular Basis.
* Update Record On Google Drive for Finance mapping sheet for marketing team nd co ordinate with consult team.
* Booking Hotel and Cab Booking.

**Company: Pepsico India holdings pvt ltd**

**Designation: A call center Representative**

**Experience: 1 yr (1st Mar 2006 to 19th Feb 2007)**

**Work Place**: Ahmedabad

**Base Location:** Ahmedabad

**Experience:**

* Handling Service partner & Engineers of service center for direct reporting.
* Handled service territory having with average call load of 500 .
* Working on call to call pendency with each call review. Which help in reduce ageing call & escalation.

**ACEDEMICS :**

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| **SCHOOL/UNIVERSITY** | **YEAR** | **PERCENTAGE** |
| **S. S. C** | **2002** | **63.00%** |
| **H.S.C** | **2004** | **52.00%** |
| **I. T. I(Steno cum computer )** | **2005** | **A GRADE** |
| **BCOM** | **2008** | **63.00%** |

**Computing Knowledge :** Basic Microsoft excel, Micro soft power point, SAP

**Operating system:**  Windows XP, Window 7, Windows 10

Music, Watching Movies, Reading, knowledge sharing.

Date of Birth-20th Feb 1987

Language Known - English,Hindi,Gujarati,Marathi

**Jhanavi Trivedi**