**NIVEDITA C. KHOLLAM Mobile No: 8390711679**

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**RESUME**

**Career Objective**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organization goals.

**Work Experience Details:**

**Organisation : Tata Business Support Services Ltd (TBSSL)**

Type of Organisation : Automobile Company

Period : 1 Yr & 6 Months (17th May 2010 to 3rd Aug 2011)

Dept. : Tata motors (EBD)

Designation : Customer Care Executive.

**Organisation : Club Mahindra Holidays**

Type of Organisation : Timeshare Company

Period : 9 Months (28th Sep 2011 to 5th June 2012)

Dept. : Holiday Packages

Designation : Member relations Dept.

**Organisation : Sterling Holidays**

Type of Organisation : Timeshare Company

Period : 6 Months (11th June 2012 to 31 Dec 2012)

Dept. : Holiday Packages

Designation : Member relations Dept.

**Organisation : Apex Multicons Pvt. Ltd.**

Type of Organisation : Housing Construction Company

Period : 3 Yrs 2 Months (9th Jan 2013 to 31st Feb 2016)

Dept. : Member relations.

Designation : Customer Support Manager.

**Current Employer : WNS global services Pvt. Ltd.**

Type of Organisation : Business Process Management Company

Period : 2 Yrs 15 days (15th Jan 2018 to 30st Jan 2020)

Dept. : Regulatory Data C (Criminal division)

Designation : Sr. Associate.

**Other Experience**

**Organisation : Zensar Technologies**

Type of Organisation : IT Sector

Period : 7 Months (29th April 2008 to 30 Nov 2008)

Dept. : Kotak Mahindra

Designation : Customer Care Executive.

**Roles & Responsibilities:**

* Data management of existing clients and also for online leads.
* Co-ordination with sales team & follow-ups with existing clients for receivables & Documentations.
* Welcoming new clients through mails, calls and related procedures after booking.
* Processing agreements for client’s apartment registration.
* Carrying out additional changes for Flat.
* Worked with Operations, interaction with customer based all over India
* Handling client’s queries and complaints.
* Working as a Co-ordinator for new projects, co-ordinating with land owners, architects, legal advisor & brokers etc.
* Surfing for brochure contents and updates for new projects in areas.
* Attending and participating in property exhibitions.
* Report Analysis for HSBC Clients on various subjects.
* Track over Quality assessment.

**Qualification**

**PGDBM** from **Pune University** with **2nd class** in year **2019.**

**B. Com.** from **Pune University** with **1st class** in year **2010**.

**H.S.C.** from **Maharashtra Board** with **2nd class** in year **2007**.

**S.S.C.** from **Maharashtra Board** with **2nd class** in year **2005**.

**Computer Skills**

MS-CIT with A grade

**Personal Details**

Date of Birth : 14th October, 1988.

Religion : Hindu

Nationality : Indian

Language known : English, Hindi & Marathi

Marital status : Married

Hobbies : Listening music, Reading & Learning something new

**Date:**

**Place:** Ahmedabad **NIVEDITA C. KHOLLAM**