REKHA S KHATWANI

48/Mukt Madhu Society, Near Uganda Park, Bhairavnath Road, Maninagar, Ahmedabad-08

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Contact No: 9924433323

PROFILE

I am a commerce graduate and have an overall experience of approx 7 years. I have also done Banking from NSB.

I have developed following qualities:

* The capacity to work on my own initiative or to demonstrate a high level of team contribution.
* Motivating and developing staff.
* Good customer care skills.
* Solution oriented, resourceful, performing well under pressure.
* Use and application of personal computer.
* Organized and flexible with extremely productive time management skills.
* Communicating effectively at all levels while exercising tact and diplomacy.

CAREER HISTORY

First of all, I started my career with Ambica Alluminium at Maninagar.

From March’ 2003 to November’ 2004

Post: Manager

Responsibilities

* To prepare the schedule of work to be done daily for the workers.
* To manage the accounts.
* To manage the stock.
* To attend the customers’ call and provide them quotations.
* To note the inquiries and forward them.
* To keep an account of works which are pending, to be started and to be finished.

January’ 2005 to April’ 2006

Sahej Marketing

Maninagar.

Post: Senior Executive

Responsibilities

* To sale the post-paid connections by calling the customers and attend the walk-ins.
* To attend the queries of all customers of the company.
* To detect the root cause of the issue.
* To try and resolve their queries effectively as per requirements.
* To lead the team in the absence of the team leader.

July’2006 to May’ 2007

Mphasis India Ltd.

2nd Floor, Iscon Centre, Shivranjani Char Rasta, Ahmedabad-380015.

Post: Call Centre Executive

Responsibilities:

* To solve the queries of all the customers of the company (Airtel).
* To detect the root cause of the issue.
* To maintain hierarchy system in every order passed.
* To resolve their queries effectively as per requirement.

October’ 2007 till November’ 2008

Motif India Infotech Pvt Ltd.

Wall street-2 Nr. Railway crossing, Ashram Road, Ahmedabad.

Post: Customer Service Representative

Responsibilities:

* To investigate customers’ Listings on eBay.
* To solve the queries and complaints of the UK based customers through emails.
* To help the customers how to make listings and also provide information regarding buying and selling process on eBay.

From 30th April’ 2010 till July’ 2010

Tata Aig Life Insurance

Shahibaug

Post: Assistant Business Development Manager

Responsibilities:

* Achieving and exceeding sales targets as set out by the Manager.
* Prospective and recruiting life Insurance advisors.
* Training, Coaching and developing team advisors.
* Generating business through team of advisors to achieve assigned Sales target.
* Attending product and process training as and when scheduled by the company.
* Completion of documentation for recruitment of candidates as also ensuring issuance of policies, including providing daily sales and other MIS reports as required.

First Step Overseas

July’ 2010 till November’ 2010

Post: Team leader

Responsibilities:

* Handling the walk-ins for study abroad.
* Supervising, mentoring and training the team members.
* Responsible to generate walk-ins through tele-marketing.
* Responsible to achieve targets laid down every month.
* Handle the clients for their query and also to maintain their files.

From December’ 2010 till November’ 2011

Vodafone International

Prahladnagar

Post: Sr. Executive

Responsibilities:

* To process the emails written by the UK based Customers.
* To solve the queries of the Customers related to handset, sim, billing plan and network issues.
* To call the customer as and when required.
* To detect the root cause of the issue.
* To maintain hierarchy system in every order passed.

SIMIT INSTUTUTE

MANINAGAR

Manager (part time)

From May 2013 till Nov 2015

Responsibilities

Helping in admission process.

Counselling the students for their career.

Training the candidates at the same time getting Business for the company.

Helping in teaching the students as and when required.

Handling the admin dept.

Lavanya Jewels

Owner

Dealing with made to order gold and diamond Jewellery.

PERSONAL DETAILS

Date of Birth: 2nd December, 1983

Qualification: B.com, Graduate

Nationality: Indian

Marital Status: Married

Caste: Sindhi- Hindu

Hobbies: Cooking, Travelling, Watching Reality Shows.

Schooling: Best Higher Secondary School

College: Som Lalit Commerce College

Reference

Available as required.