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| **CURRICULUM VITAE** |

**Name:** Sapna Punit Dabhi

**Mobile Number**: 8160483732 **Email Id**: sapnadabhi55@gmail.com

**Date of Birth**: 22rd September, 1988 **Gender**: Female

**Address**: BOPAL, Ahmedabad **Marital Status**: Married

**Career Objective**:

To seek a responsible and challenging position in the organization where my knowledge, skills and experience can be shared and enriched.

**Working Experience**:

1. ***Company Name: SULEKHA.COM***

Location of the firm: MALAD, Mumbai

Experience: 1years 4 months (From July, 2009 to November, 2010)

Designation: Administration Executive

Professional Experience: Worked with Sulekha.com leading B2B PORTAL

firm for more than 1 years having a rich experience of handling the following

work:

1. Administration: Handling the day to day activities of the firm like adding new Product, sending Summary Of client business andcertification, and many more
2. Online Showcase Product Management: Managing the stock of the firm. Updating the inventory by adding new inventory and removing the sold stock
3. Handling Online sale and Marketing: Along with updating the client and Mediator on the portal, one of the chief role played in the organisation was of handling the client on online portals and selling the product to them.
4. Export-Import of stock: Preparing the documents required for the export and import of goods. And also getting the documents prepared for consignment and bank transfer.
5. Participating in International shows for marketing and making new clients.

B) ***Company Name: JUST DIAL LTD*** (No. 1 LOCAL SEARCH ENGINE PORTAL)

Location of the office: Ambawadi, Ahmadabad

Experience: 6 Years From 2010 to 2018

Designation: Senior Customer Support Auditor Cum Team Leader

**Professional Experience:**

The firm Retrieve Information for the Users And work for Registered Clients on Portals. Following are the role played by me as an Auditor cum Team Leader in the organisation:

1. To handle the Domestic and International content of various business listed on just dial portal.

2) Interacting with overseas and Pan India Clients and Users to resolve any query related to their Contract.

3) Leading a Team and assuring that the work done by the them is fulfilling the quality and quantity requirement of the Organization.

4) Sending day-to-day reports to the HOD.

5) Checking the quality Parameter of the work done by the team mates and coaching them to avoid the same in future.

6) Conducting Training sessions for new joiners and existing team mates to make them aware about the different processes worked upon by the team.

7) On Call Assistance to Customer support executive while Barging calls.

**Educational Qualification**:

1) Completed 10th in Maharashtra Board from D.J High School (MALAD, Mumbai).

2) Persuaded higher studies from MITHI BAI College and passed 12th in Arts stream with 1st class (VILE PARLE, Mumbai).

3) Completed graduation in Mass Media Stream with From Nagindas Khandwala College with 1st class (Kandivali, Mumbai).

**EXTRAMURAL ENGAGEMENTS**

1) Have won the certificate of Best Speaker in debate competition at college level.

1. Have been elected the class representative for three consecutive years.
2. Received yearly certificate from last organization for analytical leadership and outstanding performance.
3. Received Trophy for Best Auditor Pan India with My team Member

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| **DETAILS OF SOFT SKILLS**   * **Key Strengths:**   + Good Communication   + Above average academic performance   + Sincere, Hardworking   + Quick Learner, Reader and friendly. |
| |  | | --- | | **TECHNICAL SKILLS** | |
| **Applications** Basic knowledge of Computer Operating System ,MS Office &   Internet. |

**Hobbies**:

Learning new skills, reading books, visiting new places, listening songs and many more.

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

**Place of Birth:** Mumbai, Maharashtra

**Currently located in**: Ahmedabad, Gujrat