**SHERYLL F. MENEZES**

**Mailing Address**:

C-504 Saath Apartments,

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**DoB:** April 24, 1991

**EXECUTIVE SUMMARY**

* Working as Customer Support Trainee with HDFC, Ahmedabad.
* Key skills include customer support, grievance resolution, information routing, etc.
* MBA(Finance) from SAL Institute of Management, GTU.

**PROFESSIONAL CAREER DETAILS**

Feb’15-To Date HDFC Customer Support Executive

Role / Responsibilities:

* Part of core team assisting the present/prospective customers with queries & information needs.
* Responsibilities include customer support via responding to inbound call queries, channelizing information to customers from relevant departments, grievance resolution, outbound calls to prospective customers, handling queries by emails.

**ACADEMICS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QUALIFICATION** | **YEAR** | **UNIVERSITY**  **/BOARD** | **COLLEGE**  **/SCHOOL** | **SCORE** |
| M.B.A.  [Finance] | 2014 | Gujarat Technological University | SAL Institute of Management | 7.07  (CPI) |
| B.B.A.  [Finance] | 2012 | Saurashtra University | Christ College,  Rajkot | 58.00% |
| H.S.C. | 2009 | Gujarat Board | Mount Carmel High School | 59.00% |
| S.S.C. | 2007 | Gujarat Board | Mount Carmel High School | 56.15% |

**ACADEMIC PROJECTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **PROJECT** | **YEAR** | **TITLE** | **ORGANIZATION** |
| Comprehensive Project | 2014 | Market Potential of Sub-broking Franchises | N.A. |
| G.C.R. | 2014 | Global Country Study Report On “Coffee Industry in Uganda” & Business Opportunities in India | N.A. |
| Summer Internship  [M.B.A.] | 2013 | Investor Preferences & Perceptions On Trading In Equity-Secondary Market | SUJISH Broking & Integrated Financial Services |
| Feasibility Report  [B.B.A.] | 2012 | A Product Project Report on Crispy Potato & Banana Wafers | N.A. |
| Summer Internship  [B.B.A.] | 2011 | An Analysis of The Financials of Mahindra Finance | Mahindra Finance  [NBFC] |

**EXTRA-CURRICULUM ACTIVITIES**

* Industrial visits at Parle & Zydus Cadila.
* Participation in leadership and personality development camps.

**COMPUTER SKILLS**

* Basics of Microsoft Office known.
* Other basic skills related to internet known.

**PERSONAL VITAE**

|  |  |
| --- | --- |
| Date of Birth | April 24, 1991 |
| Gender | Female |
| Nationality | Indian |
| Languages Known | English, Hindi, Gujarati, Konkani |
| Marital Status | Unmarried |
| Father’s Name | Mr Francis Menezes |
| Father’s Occupation | Self-employed |
| Mother’s Name | Mrs Antoneta Menezes |
| Mother’s Occupation | Working for a reputed pharmaceutical company |
| Hobbies | Traveling, Listening to Music, Surfing Internet |

**SUMMARY OF STRENGTHS**

* Hard working with a winning positive attitude
* Good at time management
* Good observer & listener
* Honest & sincere

*I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.*

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[SHERYLL F. MENEZES]