# Name: - Komal Lalwani

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Address: - Block No 50, Desai Nagar,

Junagadh, Gujarat

**WORK EXPERIENCE**

### Senior Associate, Tata Consultancy Services (May 2022 to Present)

### Executive - Operations, Startek - Aegis Customer Care Support Pvt Ltd (August 2021 to February 2022)

* Handling customer’s complaint and queries
* Providing high customer satisfaction.
* Focusing on C-Sat and D-Sat customer’s for better understanding of the customer’s feedback.
* Ensure all KPI is achieved (Service level, Abandoned % and AHT)

### Front Desk Executive, Podar International School (April 2018 to July 2021)

* Student School Fee Collection.
* Manage Accounts Receivable System, Cash Register or Cash Receipt Journal/Log.
* Assist Parent's, Principal, Teacher's & Admin Department.
* Co-ordinate and Schedule Meetings & Calls for Parent's & Teacher's.
* Active Participate in Organizing All Meetings & Events.
* Maintain Records and Reports for Student Fee Collection & Outstanding Payments in Software & Excel.
* Process All Bills and Collection and Co-ordinate with HO for All Tasks.

### Store Manager, The Mobile Phone Shop (February 2014 to April 2018)

* Customer Service.
* Achieve Sales Targets.
* Resolve Customer Complaints.
* Proactively Participated in Meetings and Helped Create New Practices.
* Maintain DSO, Customer Record and Other Performance Matrix and Reports.
* Maintain Records and Reports for Payments Received.

### Front Desk Executive, Axis Bank (From May 2012 to January 2014)

* Customer Service.
* Cross Selling of FD, Insurance, Demat Account and Other banking products.
* RTGS, NEFT, Transfers.
* Maintain Records for Deliverables
* Cheque Processing in various application like Finacle, CMS,Etc.

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EDUCATION

**POST GRADUATATION IN BUSINESS MANAGEMENT IN FINANCE**

*Som- Lalit Institute of Business Management Ahmedabad, (June 2010 to March 2012)*

**BACHELORS IN COMMERCE**

*Commerce & Law Collage Junagadh (June 2006 to March 2009)*

**CERTIFICATION**

* E-Certificate for Completion of Environment Health & Safety - Foundation by TCS
* Certificate Course in Front Office Operations held by Podar Education Network.
* Certificate for completion of e-learning module for Front Desk Executive held by Podar Education Network.
* Certificate for Qualifying for Monsoon Magic for GI contest in Axis Bank.
* Certificate for Participating in Banking Awareness, KYC & AML, Prevention of Frauds and Finacle 10.2 Application.
* Certificate for Organizing Collage Event Memoria-2011.
* Certificate for Coordinating Collage Event Spectrum.

**SKILL**

* Strong Communication Skill
* Problem Solving
* Negotiator
* Multitasking
* Teamwork
* Quick Learner
* Strong Analytical skills