**CURRICULUM VITAE**

|  |  |
| --- | --- |
| **Vaishali Jignesh Panchal** | |
| 5/2, Shiv Shakti Tenement – 2,  B/H Bhagwati Vatika,  Kanjari Road, Halol  **Phone:** +91 7984060877 | **Date of Birth:** 19th October 1979 |
| **Nationality:** Indian  **Gender:** Female  **Marital Status:** Married |
| **E-mail**: **vaishu.panchal1910@gmail.com** |
|  |

# CAREER OBJECTIVE

I am seeking a position in an organization to utilize my analytical and problem-solving capabilities and demonstrate creative thinking to drive growth of an organization through continuous improvement and innovation.

**EXPERIENCE:**

**School Name: - Convent English School, Ahmedabad**

Teaching & Staff Handling

**Designation: - Administration (Admin Department)**

**Duration: -(2 Years) June 2003 to 30th May 2005.**

**Name of Institute: - BPO Call Centre (Inbound) Ahmedabad**

Inbound Calls Receiving

**Designation: - CSR (Customer Service Representative)**

**Duration: - 1.6 years (May 2005 to Nov 2006)**

**Name of Institute: - Centurion Bank (Merged now with Bank of Punjab) Ahmedabad**

Officer (Two-Wheeler Loan Department/ Documentary work)

**Designation: - LCR (Loan Credit Officer)**

**Duration: - 3 Years (From Nov 2006 to 2009)**

**Name of Institute: - Ageis International Call Centre, Ahmedabad**

Team Leader

**Designation: - Team Leader**

**Duration: - 1.5 Years (From Nov 2010 to April 2012)**

**Name of Institute: - Sewa Research Centre, Ahmedabad**

Worked on Governmental Tender

**Designation: - Statistical Researcher**

**Duration: - 1 Year (From April 2012 to May 2013)**

**Name of Institute: - Mphasis, Ahmedabad**

Team Handling (Senior CSR)

**Designation: - Senior CSR**

**Duration: - 3 Years (From May 2013 to Dec 2016)**

**Name of Institute: - Aditya Birla (Minacs) Vadodara**

Work of CSR’s Quality

**Designation: - Quality Analyst**

**Duration: - 2.4 years (From Jan 2017 to April 2020)**

**Name of Institute: - New Look English Medium School (Halol)**

Administration work

**Designation: - Admin Head**

**Duration: - 10 Months (From Jan 2022 to Oct 2022)**

# ACADEMICS CHRONICLE

## B.Com

|  |  |  |  |
| --- | --- | --- | --- |
| **Graduation** | |  |  |
| **University / Board** | **Month/Year of passing** | **Percentage**  **%** | **Class** |
| Gujarat University | 2002 | 71 % | First Class |

## Schooling S.S.C & H.S.C

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Board** | **Month/Year of Passing** | **Percentage** |
| S.S.C. | G.S.E.B Gujarat | March, 1996 | 61.00 % |
| H.S.C. | G.S.E.B Gujarat | March, 1998 | 57.00 % |

# SOFT SKILLS

* Have an excellent communication skill in English, Hindi & Gujarati
* Can handle daily operations and Administrative Responsibilities.
* Can interact with seniors, peers & joiners with ease.
* Can motivate and train to teaching and non-teaching staff
* Can effectively correspond within & outside the institution.
* Have an ability to interact with Customers and Bankers
* Fluency in English, Hindi, Gujarati, Tamil

# COMPUTER LITERACY

* Operating Systems : Windows
* E.R.P. Software : MS- Office, MS-Word
* Applications

**LANGUAGES CAPABILITES: -** Proficient in English, Hindi, Gujarati, Tamil, Marathi

**HOBBIES:** - Music, Traveling, Netsurfing

DICLARATION,

I declare that the foregoing information is correct & complete to best of my knowledge and belief and assuring of my best services.

(Vaishali J Panchal)