

CURRICULUM VITAE

Ms. Rupali Janardan Dhasal

Address :- A / 306, Shivdham CHS,

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OBJECTIVE –

To be a part of organization where the management structure recognizes and reward loyalty, hard work and ambition of an employee by providing growth opportunities and necessary infrastructure that could contribute to the success of the company.

PERSONAL INFORMATION :

Date of Birth	:	13 th March 1987
Gender	:	Female
Marital Status	:	Unmarried
Religion	:	Buddhist
Nationality	:	Indian
Languages Known	:	English, Hindi & Marathi
Field of Interest	:	Listening music, helping friends and family
Strength & Hobbies	:	Hardworking and eager to learn new things Excellent communication skills

ACADEMIC QUALIFICATION:

Degree	Board / University	Passing Year
SSC	Maharashtra	2004
HSC	Maharashtra	2007
TYBA	Mumbai	2011
LLB	Mumbai	Pursuing

EMPLOYMENT INFORMATION

- Shriram Transport Finance Company (Oct – 2012 till Jan 2014)
- Tata Institute of Social Science (Jan – 2014 till Jan – 2016)
- Siddharth College of Arts, Science and Commerce (June – 2016 till Dec 2021)

Last working :- Siddharth College of Arts, Science and Commerce (June – 2016 till Dec 2021)

ROLE AND RESPONSIBILITIES :

Position :- Clerk and Examination officer.

- Handling all kinds of exam.
- Coordinating with the network partners.
- Drafting notice, maintain inward and outward letters.
- Managing students admission process start to end.
- Coordinating with university for many processes.
- Worked on data and cloud base software.
- Maintaining daily activity report of office.

2. Tata Institute of Social Science (Jan – 2014 till Jan – 2016)

ROLE AND RESPONSIBILITIES :

Position :- MCGM conservancy project executive.

- Maintaining records of employee.
- Preparing MIS post data analysis.
- Coordinating with respective project engineers for updating daily work.
- Data entry.
- Maintaining daily DAR

3. Shriram Transport Finance Company (Oct – 2012 till Jan 2014)

ROLE AND RESPONSIBILITIES :

Position :- Customer service executive.

- Maintaining CSR on daily basis.
- Maintaining AHT 245sec on daily basis.
- Calling customer for pending EMI (Product – Equipment loan, Two wheeler, Car loan, credit card)
- Cross sales product – credit card – general insurance – life insurance.
- Resolving and handling customer complaints in CRM next.

SKILLS :

- Excellent computer knowledge.
- Good in handling complaints.
- Good written and verbal communication skills.
- Proficient in spoken English/Hindi/Marathi.

Core Competencies :-

- Leadership, coaching and mentoring – Ability to motivate and train others.
- Active listening.
- Reading comprehension.
- Excellent problem-solving skills.
- Organized, combined with multi-tasking.

Date : 17/03/2022

Place : Mumbai

(Rupali Janardan Dhasal)