



Kanchan A. Pawar

Address- 701 Silver classic Sector -21 Roadpali kalamboli Navi Mumbai, 410210.

Phone- 8850039051

Email- Kanchan.sky05@gmail.com

Passport no- Indian, P9660428.

Passport Validity- April,2027

DOB- 28 Sep 1994

Experience – 2 Years 3 Months

Marital Status- Married

Gender- Female

Qualification

- **B.sc (Information Technology) (15th grade-Graduation)-**
M.g.m College of Computer science & Information Technology-
University of Mumbai (June 2018)
- **H.s.c (Higher secondary certificate) (12th grade)-**
D.G Tatkare Jr College,Navi Mumbai-University of Mumbai(Feb 2012)
- **S.s.c (Secondary School Certificate) (10th grade)-**
Parle Tilak Vidyalaya,Mumbai- University of Mumbai(March 2010)

Experience-

- **Sterling Pvt Ltd- Working**
Working as a customer service executive for US verification
- **QConneqt Business Solutions Ltd- 1 Year 3 months (Sep 2020 - Dec 2021) Contract end**
Working for Tata Cliq(Luxury)(India) customer service.
- **Lester infoservice Pvt Ltd- 1 Year (May 2016 - Oct 2016) Rejoined(Sep 2018 - Mar 2019)**
Worked for Magzines process (US)(Pre sales)

Skills-

- Windows Operating System
- Microsoft applications
- Communication skills
- Customer Handling
- Customer escalation handling
- Customer service skills
- Salesforce
- Email
- Process oriented documentation
- Good writing skills
- Good on Excel and PPT

Commitment-

- Curiosity & Hunger to learn new technology & implement the same knowledge in the favour of the organization & generate revenue for the organization.
- Up scaling the skillset quarterly to deliver the best in production.
- Zeal to get the work done on time.
- Long term relationship with the organization.