



SHALINI KUMARI GAMI

Contact: +91 90078 64413

E-mail id: Shalini.25.gami@gmail.com

OBJECTIVE

To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level Finance position. Ready to help the team achieve company goals.

SKILLS

Decision-Making
MS Office
Teambuilding
Teamwork and Collaboration
Problem-Solving

EXPERIENCE

PROCESS ASSOCIATE • TATA CONSULTANCY SERVICES • 20/02/2019 – CURRENT

- I am working as a Floor support and management team. It is a chat process and over the chat we deal with UK customers. I am responsible for auditing, tracking and maintaining the quality metrics of assigned processes. We resolve the issue of the customer over the chat, SMS and via email.

CUSTOMER SERVICE REPRESENTATIVE • CONCENTRIX • 9/11/2017 – 15/02/2019

- Over the chat and calls we used to deal with the customer to resolve the issue. It was a chat process for Make My trip.

EDUCATION

PGDM • BIMTECH, NOIDA

Currently pursuing PGDMA in General Management.

B.COM(HONS) • JUNE 2017 • JOGAMAYA DEVI COLLEGE, KOLKATA

Completed graduation in Accounting and Finance.

VOLUNTEER EXPERIENCE OR LEADERSHIP

I am currently working as a Floor support and management team. Identified and resolved process issues to drive optimal workflow and business growth. Developed standard operating procedures and document workflows to drive current and future processes.

REWARD AND RECOGNITION

Star of the month for best performance in the department - November 2021.

Star of the month for best performance in the team - October 2020.