

# CURRICULUM VITAE

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## ACADEMIC QUALIFICATION

- 2002-2003 : Passed S.S.C from Karnataka Board
- 2005-2006 : Passed H.S.C from Karnataka Board
- 2008-2009 : Passed B.COM from Mysore University

## ACHIEVEMENTS

- 2019-2020 : Nominated “Best Employee Award”

## SKILL HIGHLIGHTS

- Active listening
- Time management
- Customer service

## STRENGTHS

- Trustworthiness
- Discipline
- Respectfulness
- Dedication
- Work under pressure

## EXPERIENCES

➤ 2014-2015 : FIRST SOURCE SOLUTIONS PVT LTD (MUMBAI)

**DESIGNATION:**

CUSTOMER CARE EXECUTIVE

**JOB PROFILE:**

- ✓ Attending inbound and outbound calls.
- ✓ Addressing queries of customers.
- ✓ Highlight important calls to seniors.

➤ 2015-2017 : SERCO (MUMBAI)

**DESIGNATION:**

CUSTOMER CARE EXECUTIVE

**JOB PROFILE :**

- ✓ Attending inbound calls.
- ✓ Handling back office activities.
- ✓ Mail communication with customers.

➤ 2018-2022 : HANSA DIRECT PVT LTD (AIROLI)

: **DESIGNATION:**

SENIOR RELATIONSHIP EXECUTIVE

**JOB PROFILE :**

- ✓ Attending outbound with escalation calls.
- ✓ Taking enquiries related to automobile requirements.
- ✓ Involved in sales activity (sharing detail knowledge to customers on membership plans and convincing them to purchase.

➤ 2021-2022 : HEXAWARE PVT LTD (NAVI MUMBAI)

: **DESIGNATION:**

SENIOR RELATIONSHIP EXECUTIVE

**JOB PROFILE :**

- ✓ Attending outbound with escalation calls.
- ✓ Taking enquiries related to insurance requirements.

**CURRENT REMUNERATION : 2.90 LACS(P.A)**

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