

CURRICULUM VITAE

Shalini Nachi

W/O Nachiketha,
#277, 3rd ACross,
2nd stage Domlur,
Indiranagar,
Bangalore-560071

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CAREER OBJECTIVE

A responsible position in leading where my educational and professional potential matches the organization growth and strength. To contribute for the achievement of the organization goals with betterment of my career prospects and equipping myself with rich skills.

EDUCATIONAL QUALIFICATION :

DEGREE : Bachelor of Arts at JSS Arts and Commerce College, Mysore.

JOC : Job oriented Course at Vidhya Vardhaka PU College, Mysore.

SSLC: Mathru Mandali high school. Mysore.

COMPUTER KNOWLEDGE:

- Basic Computer, M.S OFFICE -2000, 2003, 2007
- Tally 9.0
- D.T.P

EXPERIENCE :

- Over all 12-years of deep E-commerce Operations experience with inbound and outbound calls, mails & customer enquiries in Product team and customer support team.
- Worked in **Accelyst solutions Pvt. Ltd (Freecharge.com)** as an **Executive-Operation** from 2012 - 2016.

FREECHARGE.com – Executive operations
2012 -2016

It's an E-commerce platform for online mobile recharge. Being in product team, I am responsible for sourcing and updating recharge plans like full talk time, ratecutter,3G,4G,topups etc...Also, I am managing plan quality by addressing user's complaints against any plans reported, I have played a dynamic role in resolving the issues of users related to the recharge plans, leading to happy customer experience.

Dhobiwala.com - Customer Relationship Manager
2019 -

It's a online laundry service provider I'm leading here all 10 branches orders, customer enquiries, complaints, feedback, mails, refund, escalation calls, and also I'm monitoring all branches executives task and work track.

PERSONAL INFORMATION :

Name	:	Shalini Nachi
Husband Name	:	Nachiketha.B.S
Date of Birth	:	18-07-1988
Sex	:	Female
Nationality	:	Indian
Languages Known	:	Kannada, English, Hindi
Hobbies	:	Creative videos for YouTube channel, active in social media, Travel, Listening Music & shopping.

DECLARATION:

I hereby declare that all the information given above are true and correct to the best of my knowledge.

Date:

Place: BANGALORE

Yours faithfully,
(SHALINI NACHI)