

Rita Shivacharan Rawate

Mob: + 91-8482886151/+91-7020634952

E-mail: rita.rawate@gmail.com

OBJETIVE

Enthusiastic, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of requirement of clients and executing according to it. Motivated to learn, grow and excel in Industry.

EXPERIENCE

Organization :- Amazon development Centre (India) Pvt. Ltd. Hyderabad

Job Profile :-Customer service Executive.

Duration:- 21 September 2020 To 31st March 2021

Responsibilities

- Act as the first point of contact for customers seeking help with products or technical issues.
- Handling inbound calls from customers
- Solving customer queries.
- Assist customer with their preorder and post order queries according to company policy.
- Answer calls/chats professionally, to provide information about products and services, cancel orders, or obtain details of complaints..
- Follow up to ensure that appropriate actions were taken on customers requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation or support.

- **Organisation:-**Madhukarrao Pandav College Of Engineering , Bhilewada, Maharashtra.
- **Job Profile:-** Assistant Professor.
- **Duration:-** 8th July 2011 To 15 April 2020.
- **Organisation:-**Shri. Shradchandra Pawar Polytechnic Madhukarrao Pandav, Bhilewada, Maharashtra.
- **Job Profile:-** Lecturer
- **.Duration:-** 26 December 2008 To 7th July 2011.

ACADEMIC QUALIFICATIONS

- **M. Tech** (VLSI) in 2015 from **RTMNU** , Maharashtra.
- **B.E** (Electronics and communication) in 2008 from **RTMNU**, Maharashtra
- **Diploma** (Electronics and communication) in 2005 from **Govt.Poly.Sakoli**, Maharashtra

TECHNICAL SKILLS

Operating System : Windows (XP, 7, 8, 10.)

Programming / CRM /Cloud: : Sales force (Admin)

PERSONAL INFORMATION

Date of Birth :- 07/05/1986

Gender :- Female

Marital Status :- Divorced

Languages Known :- English, Hindi, Marathi.

Permanent Address :- Mendha road, Aazad Nagar, Bhandara (MH)-441904

Correspondent Address :- Mendha road, Aazad Nagar, Bhandara (MH)-441904

DECLARATION

I hereby declare that the information stated above is true and to the best of my knowledge.

Place :-**Bhandara**

Date :-**29/08/2022**

RITA S. RAWATE

