

RESUME

Manisha Landge
Mobile: 9307069366

Email: manishaslandge@gmail.com

OBJECTIVE

To function effectively in an organization which gives me an opportunity to add value to the company. To work hard and prove my capabilities in executing tasks, thus contributing to the growth of the organization and self.

TECHNICAL SKILLS

Data analysis, Programming languages, Project management, Software proficiency
Operating System: Windows, Linux
A-Diploma in seed InfoTech Aundh Pune

WORK EXPERIENCE

company: WNS Global Services

Designation: Associate

Tenure: Feb 2022 to Present

Roles and Responsibilities:

- Working with shipping and logistics company of US.
- Processing invoices in Malkom software as per client instructions within TAT & maintaining AHT.
- Completion of commercial bill of lading, home depot invoices, Amazon invoices and etc.
- Searching proper accounts of shipper, consignee and third party and using correct freight terms.
- Using proper description and materials and their weights.
- Using proper codes of BOL and taking care of the times of clients by taking GMS code.
- Using quote numbers for discounts and codes for taking appointments.
- Processing the invoices neatly and clearly with the accuracy of 90% and above.

Company: EXL SERVICES PVT LTD

Designation: Associate

Tenure: May 2018 to August 2020

Role and responsibilities:

- Respond to inbound emails received from customers in the U.K.
- Opened and maintained customer accounts by reading account information.
- Handled complaints; provide appropriate solutions and alternatives within the time limits and follow-up to ensure resolutions.
- Keep records of customer information and process customer accounts.
- Coordinate with the management on the initiatives that help to improve customer service.
- Implemented production, productivity, quality and customer service standards.

EDUCATIONAL QUALIFICATION

Course	University / Board	Aggregate with Class	Year of Passing
B.E.	B.A.M.U. University	68.60% (FC)	2014
H.S.C	Maharashtra Board	64.00% (SC)	2010
S.S.C	Maharashtra Board	83.38% (FCD)	2008

STRENGTHS

Detail-oriented, Multitasking,
Team work, Problem Solving,
Time management.

HOBBIES

Painting
Cooking
Listening Music

Full Name: Manisha Sahebrao Landge

Address: Flat no.5, durvankur society,Bhosale village, Phursungi Pune.

Nationality: Indian.

Birth Date: 30 August 1992

Email ID: manishaslandge@gmail.com

Contact: 9307069366

DECLARATION

I hereby declare that the above information furnished by me is true to the base of my knowledge.

Place: Pune

(Miss. Manisha Landge)