

Dina Anant Shinde
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Objectives

To support the team's vision and work towards the goal of the organization, opportunity to excel in my field of expertise, offers me ample opportunities for growth both within the organization and as an individual.

Total Experience- 12 Years

Current Employment Details

Company : Halo Media Works Private Limited
Designation : Floor Support
Duration : May, 2022 till Date

Job Description

- Allocate data to Agent and Vendor.
- Prepare Reports and send to Manager.
- Updating databases, maintaining proper records and managing schedules.
- Daily Follow up with vendor and agent of orders for delivery.
- Maintain MIS, Uploading done order on website. Resolve vendor queries via Email.

Previous Employment Details

Company : Infinity retail limited, (Croma)
Designation : Customer Service Executive
Duration : May, 2019 to April 2022.

Job Description

- Provide quick resolution to customers through mails regarding their query and complaint.
- Register customer tickets in system.
- Allocate customer request/ complaint to concern team.

Previous Employment Details

Company : **Videocon d2h.** (Videocon d2h is an Indian pay TV brand, part of Dish TV Pvt.Ltd)
Designation : Customer Care Executive (Email Process)
Duration : November, 2015 to December 2018.

Job Description

- Provide quick resolution and solutions to PAN INDIA customers through mails regarding their query and complaint.
- Registered the customer complaint in system create tickets for the same.
- Allocate customer complaints to concern Area head to arrange engineer visit to resolve the customer issue at their premises.
- Follow -up with concern team on pending customer complaints to resolve on priority.
- Handling escalated cases such as CEO escalation and other escalated cases outcall and resolve complaint on priority.

Previous Employment Details

Company : EkStop.com, Andheri (W)
(EkStop is an e-commerce, retailer specializing in home deliveries)
Designation : Customer Care Executive (Voice Process)
Duration : January, 2012 to September, 2015.

Job Description

- Handling customers inbound calls and taking customer orders of groceries and household products.
- Place customer orders in system and scheduled them as per customer requirement.
- Provide quick resolution to customers through mails regarding their query and complaint.
- Assisted customer in returning or exchanging items purchased offering refunds or credit.
- Prepared report of return damaged or unwanted items.
- Update MIS on daily basis.

Strength

- Good communication skills
- Can work effectively in team, as well as individually
- Willingness to accept responsibility when delegated
- Ambitious, hardworking, energetic and well disciplined

Skill Sets

- Sound Knowledge of MS-Word, MS- Excel, MS-Power Point, Outlook.
- Typing Speed (approx. 60 wpm).

Education Qualification

Qualification	School/ College/Institute	Year of passing
SSC	Adarsh Madhyamik Vidya Mandir	2010
HSC	ASP College Devrukh	2012
T.Y.B.A	Mumbai University	2015

Personal Information

Date of Birth	10 th May 1994
Marital Status	Unmarried
Nationality	Indian
Languages Known	English, Marathi & Hindi
Address	Ekdant Building, 205, Chandansaar road, Virar East, 401305 Maharashtra

I hereby declare that the above details furnished by me are true to the best of my knowledge.

Date:

Place: Mumbai

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