

Aarti Soban Rana

E/403 Global Prestige, Madhuban City, Gokiwale, Vasai East, 401208
9561429503 aarurana2229@gmail.com

OBJECTIVE

To have a responsible and challenging position within a professional environment where I can learn, utilize & further enhance my analytical skills in alignment with the organization's goals & objectives.

PROFILE SUMMARY

- A competent professional with over 2.4 years of experience in Back Office and Coordination with the Onshore Team.
- Played an instrumental role in handling client's queries.
- Capable of accuracy & achieve desired output in given timeline.

CORE COMPETENCIES

- Responding in time to deadlines and providing desired output.
- Reliable, trustworthy & excellent attendance record.

EXPERIENCE

First Source Solution Limited
as a Senior CSA (Customer Service Associate)

12 March 2021 to 14 July 2023

- Worked as a Sr Associate for UK based Lloyds process in Banking operations which is part of mortgage and in change of address and details process
- To verify customer's documents and amend their details as per their request
- Reviewing of account details of clients
- Cross Checking if the documents are forged and escalating it to concern team
- Verifying bank statement and pay slips of client
- Responding to Emails/Query within Time
- Maintaining day to day activity in Excel
- Achieving daily targets along with Adhoc activities
- Attending meetings on weekly basis
- To Coordinate with team leader and help to achieve team target
- Floor support to new associates to clear and achieve their OJT targets

KEY SKILLS:

- Responding in time to deadlines and providing desired output.
- Follow proper guidelines of company and adhere work ethics.
- Being pleasant and polite and take on difficult tasks with a cheerful attitude.
- Working well with others, respecting others, and being a good team player.

ITSKILLS:

Well versed with MS Office (Computer Basics & Fundamentals: MS Word, MS Excel, PowerPoint and other basic fundamental aspects of internet).

EDUCATION:

Course	School / College	Board / University	Year of Passing	Grade
TYB.COM.	Viva College	Mumbai University	2020	CGPA 5.38
H.S.C.	Viva Junior College	Maharashtra Board	2017	64.92%
S.S.C.	Claridges High School	Maharashtra Board	2015	51%

HOBBIES:

- Listening to Music
- Travelling

LANGUAGE:

- English
- Hindi
- Marathi
- Garhwali

PERSONAL DETAILS:

- Date of Birth : 29/08/2000
- Place of Birth : Uttarakhand
- Marital Status : Single
- Nationality: Indian

The above given information is true to the best of my knowledge.

(Aarti S Rana)