

Resume

Shraddha Himanshu Biswas

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Flat No-302, Kanifnath heights,
Krishnaraj colony lane, 60 feet road,

Pimple gurav -411061

Career Summary

- Competent Professional Experience of 11+yrs
- Process knowledge
- Good Analytics Skill
- Product Training
- Compliance & Audit
- Work allocation
- Case to case review -QC
- Maintaining and publishing daily team report

Education

- **Bachelor of Commerce** - Pune University 2010
Grade: Distinction from St Mira's College for Girls, Pune

Key Areas of Expertise

- Good communication & interpersonal skills
- Work place integrity
- Strong work ethics
- Time Management
- Problem solving
- Teamwork
- Leadership

Experience Summary

Duration	Company	Position Held
10-Oct-2019 to 02-Nov-2022	Capita (Next retail)	Senior Executive
03-Nov-2014 to 27-Sep-2019	KPMG	Associate Consultant
10-Nov-2011 to 31-Oct-2014	Bajaj Allianz Life Insurance Company	Sales Executive / Renewal Executive

Job Description:

1. CAPITA

Role - Senior Executive -Ecommerce Product Management

Job Responsibilities:

- Worked on managing the NEXT website (www.next.co.uk)
- Worked on tools such as PIM, NMT, ESB and DAM PIM for sending item live on website, NMT for mapping items on page, ESB for editing items and DAM for cropping images.
- Work on landing pages of website and sending items live on a daily basis.
- Assisting clients by working on their daily request in order to maintain the website and offering a variety of product related solution to the client.
- Making changes in the item description as per client requirement through ESB and generating new items with the new details provided by clients.
- Creating new pages, upselling the correct product and making an outfit more visible on website to enhance more sale of the products.

- Making minute things more visible for sale eg. Along with a suit sale of tie and shoes are also important (matching items).

Role - Quality Checking (QA)

Job Responsibilities:

- Quality checking (QA) the pages if all the details and outfit are correctly mapped and reflecting correct on live site.
- Rectifying the errors made by executive's before sending on live site.
- Testing whether the live product page and search page is reflecting correct.
- Providing on floor training and assigning work to new joiner's regarding the tools how to use them.
- Preparing reports regarding the work done by all executives by EOD.
- Updating client report to know them the work done per hour for all executive.
- Extracting new work from the tool and allocating the work to all executive's.

2. KPMG

Role - Associate Consultant

Job Responsibilities:

- Background screening verifying the employment eligibility and past work history of current or potential employees. Employers often verify Employees prior to hiring or promoting them, to ensure that the employee's employment history, education, and other details match the information provided by the employee
- Dealing with third party employment verifications on behalf of our clients
- Contacting the HR and taking Verification of candidate and checking the Genuineness.
- Maintaining the Service Level of 90% by closing cases before due date.
- Maximum Cases to close before Due date to share the report with Client as soon as possible.
- Worked on high profile designation verification.
- Investigating / Analyzing misconduct and non-compliance cases ranging from unveiling simple frauds to complex multi-layer , multi-party , multi-location frauds causing vendor significant financial , operational and reputational losses to the organization.

Role - Quality Checking (QA)

Job Responsibilities:

- Worked as Quality Analyst and find out errors of the associate and give feedbacks for the same.
- Preparing Daily work tracker and sharing consolidated sheets to the senior for reference.
- Training New Joiners regarding process, reviewing their case and helping them to increase their service level and performance.
- Keeping the HR database of the employers and records of the candidates to ease the work of the HR. Attending to the HR queries as a Single Point of Contact and resolving them end to end.
- Preparing conversion report of work done daily by all team members and sending to manager by EOD.
- Handling team and assigning work to team in absence of Manager.

3. BAJAJ ALLIANZ

Role - Sales Executive

Job Responsibilities:

- Contacting the online Customers providing details of products and converting into sale.
- Handling there Queries of the customers related to the products.
- Handling NRI Customers and converting to sales.
- Worked for Webchat process, online chatting with the customer and converting to sales.
- Handling there Queries of the Customers (operational and after sales).
- Handling the team and motivating them for increasing sales.
- Training new colleagues and helping them on floor.

Role – Renewal Executive**Job Responsibilities:**

- Contacting Web Sales Life Insurance customer for renewal of their policies.
- Handling Online queries of the renewal customers.
- Preparing Conversion reports for self.

PROFESSIONAL SKILLS

Additional : M.S Office, Adobe Photoshop, Internet, and DCGA

Achievement : Awarded KUDOS for Good performance, Awarded online shopping Vouchers for Star of the month.

PERSONAL PROFILE

Date of Birth:	23rd Dec 1988
Gender:	Female
Nationality:	Indian
Marital Status:	Married
Languages Known:	English, Hindi and Marathi
Father's Name:	Anil D. Gondhale
Husband's Name:	Himanshu Biswas
Email Id:	gshraddha23@gmail.com

Date:

Place:

(Shraddha Himanshu Biswas)