**RESUME**

Vaishali Pandit

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Address: E303 Krishna Apartments, Plot No. 10, Sec-36, Kamothe, Navi Mumbai

CAREER OBJECTIVE

Dedicated and experienced professional seeking opportunities to leverage my expertise in customer service and operations management to contribute effectively to a dynamic organization.

EDUCATIONAL PROFILE

* **SSC Mumbai Board - 2005**
* **HSC Mumbai Board - 2007**

EXPERIENCE

**TSI – Transworld Systems India Private Ltd (24th May 2021 – Till Date)**

**Sr. Chat Executive (Assurant process)**

* Helping customers to renew their insurance.
* Help customers with their payment information.

**WNS Global Services (09th Jan20- 04th April 2021)**

**Senior Process Associate (Airline process)**

* Handling customers queries of the flights: -
* Reservations
* Fare support
* Customer interaction services-Inbound / outbound
* Baggage handling / any special request for cargo or meal assistances
* Understand customer help them with Refunds/cancel fight / rebooking flight as per availability.

**Podar Jumbo kids (01st June 2017 – 28th Dec19)**

**Centre Head – Daycare/School**

* Responsible for entire center operations and managing team.
* Responsible for Conversions and Admissions
* Single point of contact for Parents and Team
* Mentor and coach, the team of center
* Responsible for profit & loss
* Record maintenance – filing of forms, bills, Amc records, monitor cctv camera record, general maintenance of the center cleanliness, coordination of support staff.

**Lester Info services Pvt. Ltd. (13th March 2013 – 25th August 2015)**

**Senior Process Associate. (GuruAid Customer Service)**

* Handling daily queries of the customer.
* Educating the customer about the benefits and features of the services.
* Understanding their concerns and retaining them.

**HR - Senior Employee Relation**

**Got promoted as SR. ER (Senior Employee Relation) in Human resource**.

* Taking Induction - Process and Requirements
* Policy Coverage
* Feedback Form - Analysis and Ranking
* Handover of Batch to Trainers
* Emp ID and Card Creation
* Documentation - Process and TAT
* Employee File Creation and Update
* Policy Adherence
* Skip Meetings - Process and TAT
* Creation of Content and Events
* Employee Master File - Creation, Update and Usage
* Employee Life Cycle Management
* Payroll Inputs - Attendance, Deductions and TAT
* Compensation and Benefits Management
* Taxation and Government Compliances (ESIC and PF)
* Employee Correspondence - Tickets, Emails, Verbal Communication
* Creation of Content and Events
* IJP - Process and TAT

**First Source Pvt. Ltd. (21/11/2011-21/11/2012)**

**Senior Customer Service Executive (ONC Process)**

* Providing customer support through chat and emails in ONC process
* Troubleshooting on the software, resolving issues by performing manual and automated test on scripts using macros.

**WNS Global Services (14/02/2011 – Aug 2011)**

**Sr. Customer Service Associate (Avon Process)**

* Manage to take call for Inbound & outbound for Avon product calls
* Understand customer & placed order & confirm the address for delivery.

**Effort BPO Ltd. (2/04/2010 to Dec 2010)**

**Sr. Customer Service (Lead Generation – DNB Process)**

* Lead generation for Events.

COMPUTER SKILLS

* Office Tools : MS Word, Excel, PowerPoint.
* Operating system : WINDOWS 98/2000/XP/Vista/Windows 7/8/8.1/ MAC

PERSONAL SKILLS

- Fluent in English, Hindi, Gujarati, Marathi, and Punjabi.

**Hobbies:**

- Listening to music

- Cooking

PERSONAL DETAILS

Date of Birth: 10/04/1989

- Gender: Female

- Marital Status: Married

- Nationality: Indian

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