Aarti Bhise

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Mobile no : 7013598836

Hyderabad

**Career Objective:**

To work for the prestigious organization with all my efficiency , diligence and integrity for taking the company to the next level and enhancing the profits of the company and heightening the strong customer rapport. My active experience and communication skills can help in achieving the customer satisfaction.

**Skills and Expertise:**

* Customer relation management/Customer services

* Can handle irate client and resolve their issues
* Data management and data updation
* Having good experience in front office and back office
* Having good knowledge of computer and typing.
* Experience in content moderation/review

**Education Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SCHOOL/UNIVERSITY** | **YEAR OF PASSING** | **SPECIALISATION** | **PERCENTAGE** |
| C.B.I.T | 2021 | MBA | 78% |
| RADHE KRISHNA WOMEN'S COLLEGE | 2011 | COMMERCE | 75% |
| BANSILAL JUNIOR COLLEGE | 2008 | ACCOUNTS | 80% |
| SHRI SHAKTI KANYA PATHASHALA | 2006 | S.S.C | 69% |

**Certificate/Trainings:**

* Completed PGDCA Course (Post Diploma in Computer Education)
* HRM (Human Resource Management) from Great Learning

**Work Experience:**

|  |  |  |
| --- | --- | --- |
| **Employer Name** | **Occupation** | **Joining date** |
| Wipro | Associate (Content Review) | Since July 2022 |
| Y-axis | Process Consultant | May-2016- to June-2017 |
| Vodafone | Customer Relation Executive | May-2012 to April-2015 |

**Current job roles and responsibilities:**

* Responsible for evaluating online social media, web page content and advertising content in conjunction with client policy
* Visually navigate and review images, videos, accounts and text-based content
* Escalate violations of client policies using internal tools
* Maintain a high level of quality in each case that you review
* Achieve weekly productivity deliverables as part of daily workflow
* Balance priorities of daily workflow tasks in line with client needs

**Y-axis :**

**Roles and Responsibilities:**

* Have to deal with the client through phone on daily basis.
* Maintain the data of clients for following up.
* Have to collect client profile information and make him aware about the process.
* Follow with the clients through mails on daily base.
* Work as a Process Consultant for resume Marketing of client.
* Do resume marketing for clients for jobs in abroad.

**Vodafone:**

**Roles and Responsibilities:**

* Have to deal with direct walk-in customer.
* Resolve the issues of customer related to their billing, Tariff, Balance Deduction etc.
* Achieve the sales targets decided by the company.
* Have to maintain the data of clients and daily follow up.
* Deal with client issues and Escalations on daily basis.
* Retain customer from migration and cancelation.

**Technical Knowledge:**

* Ms-Office,Advance Excel, Power Point
* Work knowledge of Outlook
* Typing Speed 30 PM
* Internet Surfing
* Work Knowledge of Orcle and Salesforce

**PERSONAL PROFILE:**

Name : Aarti Bhise

Husband Name : Muralidhar Bhise

D.O.B : 5th-May-1991

Marital Status : Married

Gender : Female

Nationality : Indian

Languages Known : Hindi, English, Telugu and Marathi

**DECLARATION:**

I hereby declare that the above mention information is correct up to my knowledge and I am responsible for the correctness of the above mentioned particulars

Place : Hyderabad

Date :

(Aarti Bhise)