Mrs. Renuka Rasal

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CAREER HISTORY:

WNS -World Network Services-Business Process Management

(25th September 2017 - 3rd July 2023)

**Position held: Senior Associate & Process Trainer**

* Handling customer insurance claims end to end.
* Assist onshore team in claims management process ranging, from lodgment of claims, reviewing, telephonic follow up with customers, issuing settlement and closing of claims.

**Process Trainer**

* Conduct pre-process, process and skills training for new recruits.
* Provide visibility on training progress to operations leaders by way of batch reports and weekly decks.
* Conduct monthly PKT (product knowledge Test), Quarterly content review.
* Manage training documents like SOP’s training plans, Batch report, PKT reports.

ISBM – Indian School of Business Management

(21st March 2016 – 1st September 2017)

**Position held: Senior Counsellor**

* Distance learning education consultancy and training to fulfill the needs and expectation of foreign and Indian students.
* Provide in-depth knowledge of the case studies and practical solving problems as well as theoretical knowledge of the subjects.

Patang- Clothing Brand – (16th Jan 2015 – 4th March 2016)

**Position held: Store Manager**

* Managing floor to ensure visual standards are met.
* Effectively managing staff members.
* Handling stock inventory.
* Supervising stock control.
* Re-organizing merchandise.
* Organizing and chairing meetings with senior manager and key staff.

Faces- Cosmetic Brand – (1st April 2014 – 2nd Jan 2015)

**Position held: Store Manager**

* Handling with stock inventory.
* Supervising stock control.
* Showcasing new retail lines to staff and colleagues.
* Managing pricing procedures are followed.
* Organizing and chairing meetings with senior manager and key staff.

Aviate - Clothing Brand – (1st Nov 2012 -31st March 2014)

**Position held: Senior Fashion consultant + Assistance Store Manager)**

* Supervise and guide staff towards maxim goals.
* Dealing with complaints from customers to maintain the store’s reputation.
* Plan and oversee promotional events or display

Chemistry - Clothing Brand – (7th Jan 2012 – 31th OCT 2012)

**Position held: Sales Executive**

* Setting goals for the retail sales teams.
* Supervising stock control.
* Effectively managing staff members.
* Reviewing the KPIs of store and staff.
* Liaising the company human resources in recruitment.
* Analyzing sales figures.
* Cash and stock handling procedures are in line with audit and security requiem.
* Undertaking risk management of the workplace.

Babe – Clothing Brand (5th Jan 2008 – 5th Jan 2012)

**Position held: Manager**

* Pay attention to details and client’s needs.
* Worked well with fellow employees and management.
* Responsible for collecting correct funds for sales totals. Open and close registers and depositing money
* Depending on for cash and credit transactions while simultaneously managing other tasks such as send sales, helping put new merchandise on the floor.
* Built relationship with customers to increase the likelihood of repeat customers.

ACADEMIC BACKGROUND:

* Secondary School Certificate (SSC): Mount Carmel Convent High School. Pune University. Maharashtra, India.
* Higher Secondary Certificate (HSC): Sinhgad College of Arts, Commerce and Science Pune University. Maharashtra, India.

PERSONAL INFORMATION:

* Date of Birth: 20.10.1988
* Sex: Female
* Marital Status: Married
* Nationality: Indian

CORE COMPETENCIES:

* Strategic Planning, Management and Customer Support
* Quality Compliance, Reporting and Coordination
* Stock Maintenance and Visual Merchandising

SKILLS and STRENGTH:

* Ability to implement the procedures with all new innovative ideas, hardworking, people Management.
* Train the trainer and Universal Train the trainer
* Good communication skills: fluent in English (Speaking, writing and reading)
* Microsoft applications (Excel, Word, Power Point)

Recently moved to Finland (Joensuu) with a resident permit, authorized to work in Finland. Looking forward to embracing new challenges, experiences and opportunities.

I, RENUKA RASAL, declare that all the details furnished above are true to the best of my knowledge.  
  
**Renuka Rasal**