**CURRICULUM VITAE**

**Shilpa Ulhas Khare**

Matunga labour camp,

B ward, Chawl no. 1,

Room no.12,

Near MSCB,

Off Mumbai 19,

Matunga (West)

Pincode -400019

Maharashtra, India.

**🖁** +**91 – 7517217095 E-mail ID:** [shilpamegh13@gmail.com](mailto:shilpamegh13@gmail.com)

**Objectives:**

* A customer oriented, enthusiastic and persistent professional with diversified experience in achieving customer satisfaction as well as meeting or surpassing company expectations possessing

**Educational Qualification:**

* **T.Y. Bachelor of Computer Application**, Tilak Maharashtra University in the year March 2011 with **67.04%**
* **S.Y. Bachelor of Computer Application**, Tilak Maharashtra University in the year March 2010 with **60%**
* **F.Y. Bachelor of Computer Application**, Tilak Maharashtra University in the year March 2009 with **69.04%**
* **Higher Secondary Certificate**, Pass Class from Maharashtra State Board, Mumbai, Maharashtra, India – February 2007
* **Secondary School Certificate**, Pass Class from Maharashtra State Board, Mumbai, Maharashtra, India – February 2003

**Technical Qualification:**

* Completed **MS-CIT** in the year 2006 with **70%**

**Working Experience:**

* Worked for **PC WORLD BPO** As a **Customer Service Executive** and **Sales Executive** From 2 May 2011 Till 10 May2012
* Worked for **HT Media Ltd** As a **Customer service executive** From 14 June 2012 Till 14 January 2013
* Worked for **PC WORLD BPO** As a **Customer Service Executive** and **Sales Executive** From 16 January 2013 Till 31st January 2023

**Organization: HT Media Ltd (Customer Service Executive and Sales Executive)**

* Attending Incoming and outgoing calls
* Responsible for assigned sales targets (monthly, quarterly and annually).
* Operating Internet, Updating all records and documents (Hard copy as well as Soft copy), Purchasing and maintaining stocks, Data Entry
* Follow up for payment and Coupons
* Solving Customer Queries
* Convincing Customer for Hindustan Times Newspaper and Mint Newspaper
* Calling Customer for Renewal of Hindustan Times newspaper Subscription
* Excellent ability to work in group as well as individually.

**Organization: PC WORLD BPO (Customer Service Executive and Sales Executive)**

* Attending Incoming and Outgoing calls
* Responsible for assigned sales targets (monthly, quarterly and annually).
* Operating Internet, Updating all records and documents (Hard copy as well as Soft copy), Purchasing and maintaining stocks, Data Entry
* Follow up for payment
* Solving Customer Queries
* If the Customer is having any Computer problem register their Complains and provide them hardware Engineer
* Calling Customer explaining Internet broadband scheme
* Convincing to buy Internet Broadband with different scheme
* Calling Customer for Renewal of Internet data
* Excellent ability to work in group as well as individually.

**Personal Details:**

Name : Shilpa Ulhas Khare

Father Name : Ulhas R Khare

Mother Name : Ranjana U Khare

Date of Birth : 13th Nov. 1986

Marital Status : Single

Nationality : Indian

Languages : English, Hindi, Marathi

Hobbies : Cooking and Listening to the Music

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| **Activities & Interests:** |

* 2nd Ranker of Solo Singing Competition held in Jr. college in the year 2004
* Participated in many intra and inter school competition like Sports, Singing, Elocation,etc

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| **Declaration** |

I hereby declare that all the above information given by me is true to the best of my knowledge.

Yours Sincerely,

**Shilpa U Khare.**