**CURRICULUM VITAE**

Mobile: 9511846098                                                                                                                                                                                       
Email:sarika.sirwani007@gmail.com

**Objective**:

To work with a progressive organization in which I can learn new skills and enhance them at the same time. 

**Personal Details:**

* Name                                   :  Sarika SitaldasSirwani
* Marital status                      :          Single
* Nationality                          :           Indian
* DOB : 2/6/1988
* Languages Know               :           English, Hindi, and Marathi.

**Address:**

Flat No: 106, Hari Om Plaza

Nadhe Nagar Main Road, Behind Ingle Hospital

Kalewadi, Pimpri-Pune 17

**Qualification:**

* B.sc (STATISTICS) from Fergusson College (2007) 73.58% with First class and Distinction.
* H.S.C from Jai Hind Jr.College (2004) 68.83% with First Class.
* S.S.C from Jai Hind High School (2002) 71.03% with First Class.

**Current Profile:** 

* Working as Process Specialist-Voice with Cognizant Technology Services Since 2017
* Currently Working for Salesforce Process.(Salesforce.com, Lightening, Sales Cloud)
* Provide Technical Support For Customer Success Group(CSG) In Salesforce
* Handled the training for new hires as per process requirement.
* Helping in Work Management.(Distributing cases, Assignments amongst the team)
* Providing Coaching Log to the team members as when required for performance improvement.
* Reporting work as per process requirement.(Working on Dashboard, Data loader, G-Sheets)

**Projects and Responsibilities**:

* Monitoring Accounts, Auditing of internal process so to keep a check on quality along with compliance parameters.
* Providing feedback based on monitoring and audits to the executives and the team managers.
* Calibrating on client calls so as to stay updated with the change in the process and cascade the same down to the allotted teams
* Preparing data for Analysis.

**Work Experience:**

* Worked with the outsourced process as a Quality Analyst forAmazon.com and Amazon.in (North America and India) for 3 years from December 2015-July 2017.
* Also worked as an Internal Controller at Concentrix for 1 year for Amazon.com retail Process.
* Worked with V customer for 6 months as CCS for Sales Process(Voice Fingerhut)
* Worked with IBM Daksh as Senior CCE from 2011-2015 voice billing/technical process
* Worked with the support service, which is a back end process. It majorly dealt with the disconnection of the services due to various circumstances the customer faces.
* Role consisted of assisting, coaching and providing support to new handlers.

**Recognition Certifications**:

* Certificate for ‘Spot light Award, Q2 2019 in Salesforce Process.
* Certificate for ‘Going Extra Mile GEM Award,Q3 2017 by Amazon.com
* Certificate for ‘Going Extra Mile GEM Award, Q4 2016 by Amazon.com
* Certificate for Super talented Achiever for Quarter 3, 2014 by Virgin Media.
* Certificate of Appreciation for Super Talented Achiever ‘STAR' Award. Quarter 3, 2013 by Virgin Media.

**Additional Appreciations**

* Participated in Six Sigma Training conducted by Concentrix.
* Assisted in Repeat Contact Rates, a Yellow Belt Project.(Brain stroming,Auditing the data, Suggestion)
* Participated in floor engagement programs so as to provide enhanced employee work satisfaction while working as Quality Analyst.

**Software Exposure:** 

* DOA (Diploma in office Automation) Certified.
* Masters in Ms Excel, Ms Word ,
* Good knowledge on VLOOKUP, HLOOKUP, Pivots, Charts, PPT, Countif, Sumif

**Interest:**

* Dancing(Western and Classical)
* Watching Movies, Songs, Traveling, Hang out with Friends.

**Date**: