**RAGINI SARAF**

B605 pristine prolife phase 3 Wakad Email Id:gargr2209@gmail.com

pune maharashtra 411057 Mobile No: +918857093147

**CAREER OBJECTIVE:**

To secure a promising, responsible and challenging position where my skills, abilities, education and experience will have valuable application for the growth and benefit the company along with my individual growth.

**WORK EXPERIENCE :**

**Organization Name -** KPMG India

**Designation -** Associate Consultant in Risk consulting

**Duration -** May 2014 -Dec 2021

**Roles & Responsibilities -** conducting address verification for our clients through site visit and postal verification.

1. Initiating cases to sub-contractors with proper and accurate details.
2. To get the cases closed that are open with sub-contractors within the set TAT.
3. To audit the reports which we have received from sub-contractors so that correct report is shared with client.
4. Also sending postal letters at candidates address where that is no coverage for sub-contractors.
5. Sharing the final report with client.
6. Proactively identify potential problem through analysis
7. Generate process related reports for higher management and send it on a daily basis to client and team.
8. Ensure to process the received data within timeframe and with accuracy
9. Responding and handling of the internal escalations

Communicate and follow up within the internal process and Client through calls, email, and instant message.

1. To make sure all the tasks performed is as per the SOP guidelines and documented.

**Organization Name-** Wipro Technologies

**Designation –**Customer Service Executive

**Duration –** Sep 2013- Mar 2014

**Roles & Responsibilities –** Working as a SAP (System Application Process) End user for handling Escalations and Critical Queries for the Billing, Invoicing and Payments Issues to solve the customerQueries at the first instance by call and Email.

**TECHNICAL QUALIFICATION:**

Course : **B. E. (Electronics & communications engineering)**

Institute : Institute of information technology & management, Gwalior, (M.P.)

University : Rajiv Gandhi Technical University, Bhopal (M.P.)

Percentage : **69.56%**

Batch : July 2007 – June 2011

**ACADEMIC QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **EXAM PASSED** | **BOARD** | **YEAR OF PASSING** | **PERCENTAGE** |
| Intermediate (12th) | M.P Board, Bhopal | 2007 | 85.40% |
| High School (10th) | M.P Board, Bhopal | 2005 | 69.40% |

**TECHNICAL SKILLS:**

Operating System : Windows XP Professional, DOS

Programming Language : C, Software Testing

Documentation Skill : MS Office

**TRAININGS UNDERTAKEN:**

* Attended 30 Days ‘Embedded C’ industrial training at THINKLABS.
* Diploma in Software Testing From Seed Infotech.

**ACADEMIC PROJECT:**

**Project 1**  : GSM Robot with obstacle sensing

**Project Description** : GSM Robot with Obstacle Sensor act as an autonomous robot which is capable enough to work as an spy on placing a camera on it. It also can detect any obstacle in its path towards the destination and has the ability to avoid it and continue on its way.

**PROJECT IN SEED INFOTECH PVT. LIMITED:**

**Project 2 :** ORANGE HRM 2.5

**Project Description :** ORANGE HRM is solution to provide cost effective system to HR process.It has 4 major modules (Admin, PIM,Leave & Time module). Using admin module you can define company information, pay grades ,projects,add users, set access levels for users, data import/export adding custom fields etc.PIM module maintain all relevant information to employees. This module will be available with full control and supervisors with restricted acess showing his subordinates. Leave module automates the administrative tasks of recording leave and controlling these against leave policies. Time module automates the time tracking process. This module allows the employee to define and submit their timesheets the supervisors can approve/modify them . This has the ability to track time spent on specific projects.

**PERSONAL SKILLS:**

* Energetic and self-motivated team player.
* Efficient and effective in prioritizing work under pressure.
* Ability to deal with people diplomatically.

**OTHER ACHIEVEMENTS:**

* Attended the workshop on the EMBEDDED SYSTEM DESIGN USING MICROCONTROLLERS held at ITM Gwalior.
* Participated in the ‘Aptitude Test & Debate’ held at institute of Engg., Jiwaji University, Gwalior.
* Completed 2 Years N.C.C. training and possessing C certificate.

**PERSONAL PROFILE:**

Name : Ragini Saraf

Husband Name : Mr. Ankan Saraf

Date of Birth : 22 July, 1990

Nationality : Indian

Marital Status : Married

Languages : Hindi, English (Read, Write, Speak)

Hobbies : Watching movies, Reading Books , Travelling

Permanent Address : B605 pristine prolife phase 3 Wakad pune maharashtra 411057

**DECLERATION:** I hereby declare that the information furnished above is true & authentic to the best of my knowledge.

Place-Pune (Ragini Saraf)