

SONALI BHANDARI**FEMALE, 28 YRS**

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CAREER OBJECTIVES

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction, self development and help me achieve personal as well as organization goals.

SCHOLASTIC SNAPSHOT

EDUCATION	INSTITUTE	UNIVERSITY	YEAR OF PASSING
Master of Commerce	MPG College, Mussoorie	HNB Garhwal University	2010-2012
Bachelor of Commerce	MPG College, Mussoorie	HNB Garhwal University	2007-2010
Inter School- Commerce	CST, Mussoorie	CBSE	2007
High School- Science	CST, Mussoorie	CBSE	2005

PROFESSIONAL EXPERIENCE**Organization: Wipro****Experience:** 1 year (19th October 2010 – 9th October 2011)**Designation:** Senior Executive**Job Responsibilities:**

- Managing customer support system related to Internet browsing
- Handling customer queries for installation and setups
- Educating the customers on new products and cross selling the same.

Achievements:

- Recognized with best team player award for achieving and maintaining system standards.

Organization: IBM**Experience:** 2.5 year (19th December 2011- 14th April 2014)**Designation:** Senior Executive**Job Responsibilities:**

- Handling customer's escalations over e-mails
- Responsible for solving customers query and closing the same
- Coordinating with engineers and rectifying technical errors
- Educating the customers on their bills generated and providing them necessary data for understanding

Achievements:

- Recognized with best customer handling award

Organization: Sopra Steria**Experience:** 2.6 year (17th April 2014- 29th September 2016)**Designation:** Process Assistance**Job Responsibilities:**

- Liaisoning with UK based clients and updating them on invoices raised against their services
- Responsible for preparing and compiling my team's data
- Organizing and managing team events/activities for controlling attrition rate

Achievements:

- Awarded with excellent performance in team activities.

PROFESSIONAL STRENGTHS

- Interpersonal & Communication Skills
- EXCEL
- Tally 9.0
- Ability to get along with people
- Willingness to Learn & Adapt
- Skills to Adapt Constant Changes
- Team Player

INTERESTS & HOBBIES

- Cooking
- Sketching
- Dancing
- Cycling

PERSONAL INFORMATION

Date of Birth	: 3rd February 1989
Father's Name	: Mr. Devendra Singh Bhandari - Contractor
Mother's Name	: Mrs. Sarojni Bhandari - Housewife
Permanent Address	: Bhandari Niwas, Bala Hissar Mussoorie-248179 Uttarakhand.