

RESUME

Personal Details

Name : Ganesh Dattatray Raut
Permanent Address: House No. 13, Sales Tax Colony, Wani Nagar,
Pipeline Road, Savedi, Ahmednagar - 414003.
Current Address : Flat No. G-104, Saptarshi Residency, Aher nagar,
Walhekarwadi Road, Chinchwad, Pune - 411033.
Date of Birth : 03rd Jan 1991
Cast : Hindu - Teli
Gender : Male
Marital Status : Single
Contact : +91 902 891 0834
E-mail ID : ganeshraut03@gmail.com

Education Qualification

Sr. No.	Examination	Board/University	Year of Passing	Percentage/Marks
01	B.B.A.	Pune	2010-11	62.66%
02	H.S.C.	Maharashtra	2007-08	53.50%
03	S.S.C.	Maharashtra	2005-06	60.00%

Computer Awareness

- Completed English Typing 30 w.p.m. secured 79% with A Grade in May 2007.
- MS-CIT secured 78% in July 2008.
- Tally 9.0 secured 74% with A Grade in April 2010.

Experience Details

Organization: Infosys BPO Ltd.

Designation : Senior Process Executive

Duration : From 6th Feb. 2012 to 28th July 2014

Job Profile

- To deal with customer's account to collect unpaid amount from them.

- Good relationship with customers via e-mails and to provide them satisfactory customer service.
- To help other teams and also to coordinate with team members to make them understand queries related to the operations.
- To perform multitasks along with processing.
- Act as a quality auditor and cross trained on other processes.
- To provide process training to the new joiners of the team and also to provide cross trainings to the concerned process joiners.

Achievements

- Gained Team Extra Miler Award.
- Gained Top Performer Award.
- Received Certificate of Appreciation.
- Achieved Infosys Star of the Year Award.

Organization: Tata Consultancy Services

Designation : Process associate

Duration : From 30th July 2014 to till the date

- To deal with unit linked policies of customer to provide them accurate values by doing manual calculation.
- Good relationship with customers via e-mails and providing them satisfactory customer services.
- To help other teams, also coordinating with team members and played floor walker role.
- Allocate work to the team members.
- Responsible to update tracker with current bid price on daily basis.
- Providing Process Training for the new joiners for bancs application.

Place: Pune

Date:

Ganesh Dattatray Raut