

# **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** : 03<sup>rd</sup> Jan 1991  
**Cast** : Hindu - Teli  
**Gender** : Male  
**Marital Status** : Single  
**Contact** : +91 902 891 0834  
**E-mail ID** : [ganeshraut03@gmail.com](mailto: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 6<sup>th</sup> Feb. 2012 to 28<sup>th</sup> 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 30<sup>th</sup> 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**