

# **DHWANI SHAH**

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## **CAREER SUMMARY**

- At Present working as Research Executive for Background Verification LLP.
- An outstanding background in customer service, sales and banking. Addresses all questions and concerns with customer satisfaction.

## **OBJECTIVE**

- To associate with a company where I can utilize my skills and gain further experience.

## **EXPERIENCE**

### **1) Executive Researcher – cFirst Background Checks LLP**

(February 2019 to Present)

- To manage inbound/outbound calls and emails for Employment, Education and Reference Verification's.
- To check quality assurance and data review of information received for verification's.
- To do in-depth analysis regarding Employments checks and Education checks.
- To maintain record of all daily targets to ensure monthly average is met within time.
- Maintain confidentiality of background check information.

### **2) Executive cum Cashier- Dhanlaxmi Stores**

(December 2017 to January 2019)

- To Attend Customers.
- To Fill Up the Customers' Requirements.
- To organise and maintain the Stock.
- To pull out daily reports.
- To Handle Cash counter.
- To maintain friendly and professional customer interactions.

### **3) Teller - IndusInd Bank**

(July 2017 to November 2017)

- To execute customer transactions, including deposits, withdrawals, money orders and cheques.
- To answer telephone inquiries on banking products including queries, savings, loans and lines of credit.
- To organise, stock and maintain the teller window area.
- Efficiently prepare customer and ATM cash and change orders.
- To pull out daily branch reports.
- To open accounts with a cross sale.
- To maintain friendly and professional customer interactions.

### **4) Assistant Account - Neighbourhood Motors**

(January 2016 to June 2017)

- To operate cash, cheque and credit card transactions with accuracy.
- To keep work areas clean, neat and organise for maximum productivity.
- To respond the customer requests.
- To receive customer payments.

## **EDUCATION**

2019	PGDBA - Finance (SYMBIOSIS UNIVERSITY)
2017	M.com – Finance & Accounts Gujarat University (5.5 CGPA)
2015	B.com – Accounts Gujarat University (6.37 CGPA)
2012	H.S.C – Commerce Gujarat Board (75.60%)
2010	S.S.C – GSHEB Gujarat Board (79.08%)

## **SKILLS & ABILITIES**

- Proficiency in handling of MS Office Suite.
- Cash handling expertise
- Excellent time management skills
- Computational & Analytical skills
- Verbal and written communication
- Administrative tasks
- E-mail Drafting

## **CERTIFICATION**

- 100 Hrs. compulsory computer training organized by institute of Chartered Accountants of India at WIRC (Ahmedabad branch).

## **STRENGTHS**

- Confident and Determined
- Fast Learner and Smart worker
- Analytical and Communication
- Honest and Reliable
- Team Player
- Accuracy and Flexibility

## **LANGUAGES KNOELEDGE**

- English, Hindi & Gujarati.

## **PERSONAL PROFILE**

Address	: B/21 Hari Om Park, Thaltej, Ahmedabad
Marital Status	: Unmarried
Gender	: Female
Date of Birth	: 24th March1995

## **DECLARATION**

- I hereby declare that above details given by me are true to the best of my knowledge.

**(DHWANI SHAH)**