**DHWANI SHAH**

**Mobile: 7600133603**

**Email:** [**shahdhwani2495@gmail.com**](mailto:shahdhwani2495@gmail.com)

**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.

1. **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.

1. **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.

1. **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)**