

# RESUME

## Riyanka Pagare

603/E, Tanishq Park,  
opp. St. Philomena Convent School,  
Jail Road, Nasik Road,  
Nasik (Maharashtra),  
Nasik: 422101  
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### EDUCATIONAL QUALIFICATION :

D E G R E E	B O A R D	Y E A R O F P A S S I N G	P E R C E N T A G E
BSC.IT	Mumbai University	2015-2016	65.00%
Diploma.IT	MSBTE	2 0 0 7 - 2 0 1 0	6 7 . 2 7 %
HSC	MAHARASHTRA STATE BOARD	2006-2007	41.17%
SSC	MAHARASHTRA STATE BOARD	2004-2005	6 1 . 0 6 %

### TECHNICAL QUALIFICATION :

- Web Tools Technologies : HTML
- Operating Systems : WINDOWS 2010
- Languages : C, C++.
- Database tools : PL/SQL, MSCIT

### WORK EXPERIENCE

**Organisation Name: D2S Consultants (Mumbai) (September 2016-July 2019)**

**Designation: Assistant to HR**

#### **Key Roles:**

- Majorly Handling ClientCalls on Target basis

- **Interrogating and Communicating with the Candidates in order to ensure and gather their details**  
Like what all things they are seeking and expecting from the desired new job opportunity
- **Taking details of the Job Seekers with the objective of knowing their Educational Background**  
And their apparent Work details
- **Short listing and Validating whether the individual is eligible for the Criteria given by the Company.**
- **Informing job seekers with proper details of Schedule and Location of Interviews**
- **Line-up candidates by Accurate Co-ordination**
- **Handling the Queries to meet Client Satisfaction**
- **Preparing Minutes of Meetings**
- **Inviting Job seekers to office**
- **Responsible for monitoring the Candidates so that office services are provided in an efficient and effective manner.**
- **Assisting job seekers for the vacancies**
- **Direct the office staff as well**
- **Provide Helping hand to arrange & coordinate for interviews with all departments & interviewee**
- **Preparing MIS (Excel) to maintain record for retrieval of Data when required**

**Organisation Name: Meeraz Institute (Nasik)**

**(April 2010-Feb 2014)**

**Designation: Admin/Front office**

**Key Roles:**

- **Responsible for Secretarial and Administrative Support**
- **Records of Client Meetings**
- **Scheduling of Meetings**
- **Interact with Clients and accompany them on Photography budget**

**Organisation Name: Aicon Infomatics Pvt.Ltd (Nasik)**

**(Nov 2019-July8 2020)**

## **Designation: Business Analyst**

### **Key Roles:**

- **Manage all customer interactions as roasted within parameters**
- **Offer a solution-based approach for all customer interactions**
- **Scheduling Registered Clients Online Demo**
- **Demonstrate client with our Software product**
- **Conducting live sessions in the market hours**
- **Capture customer details and data relevant to the call or service**
- **Answering potential customers' questions and sending additional information per email**
- **Upselling products and services**
- **Strictly meeting the Sell target given by the company to sustain on the floor**
- **Provide complete training and educate the Client once the product is sold**
- **Resolve custome querries within agreed timelines**
- **Manage outbound campaigns as per business requirement**
- **Communicating with customers, making outbound calls to potential customers, and following up on leads**
- **Increase,develop and retain customer as through relationship building and service**
- **Service and Support untill Client is trained and perform on his own**
- **Maintianing the CRM for the number of product sold**
- **Reaching the Business Target given by the company**
- **Closing sales and achieving sales targets**

**Since August2020 giving Classes for Stock Market.**

**Certification of Training for completion of BPO/Back office/Sales & Marketing & Technical training seminar by SSK INTERNATIONAL INSTITUTE held on 15<sup>th</sup> June 2019**

- **Strengths: My positive attitude & ability to work under pressure with confidently.**
- **Weakness: I tend to expect others to work as hard as I do.**

### PERSONAL PROFILE:

NAME : Riyanka Pagare  
FATHER'S NAME : Sunil Pagare  
DATE OF BIRTH : 05/03/1989  
NATIONALITY : Indian  
GENDER : Female  
MARITAL STATUS : Single  
LANGUAGES KNOWN : English,Hindi,Marathi.

### EXTRA CURRICULAR ACTIVITIES :

- Interested in Google surfing, Reading, Drawing, Singing, Dancing, Driving.

### DECLARATION :

I hereby declare that all the information given above is true to the best of my knowledge and belief.

Date: 10/02/2021.

Place: Nasik

(Riyanka Pagare)