

# Komal Kanaujiya

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## Profile

A Motivated and detail-oriented team player, who has extensive knowledge in customer support, quality management. A dedicated multitasker who excels at staff training and recruitment process with hands on experience in job posting. With the work experience I have gained through all these years I aspire to work in an environment which encourages me to succeed and grow professionally by utilizing my skills and knowledge set

## Experience

### TEAMMATE | TASKUS RANGREZA-INDORE | MARCH 2021-JUNE 2023

- ❖ Non-voice customer support in fintech process through email processing.
- ❖ Tasks related to Dsats scrubbing and Quality analysis of team.
- ❖ Consistent top performer for more than a year.
- ❖ Well versed in tools such as Zendesk, Admin, Helix and Corepro.
- ❖ Successfully handled a team of 8-10 employees under the guidance of the Team Leader.
- ❖ Got promoted as Team Leader

### ASSOCIATE | SRCOMSOFT (PAYTM AND PATYM MONEY) | MARCH 2018-MAY 2019

- ❖ KYC verification and document validation of customers.
- ❖ Well versed in tools such as Salesforce, CRM and data entry (30-wpm).
- ❖ Top performer and punctual.
- ❖ Managed team under the guidance of Team Leader.

### HUMAN RESOURCE TRAINEE |INFOTEK | APR 2017-SEP 2017

- ❖ Worked as a part of Talent acquisition team.
- ❖ Hands on experience in Job posting & Interviewing .
- ❖ Experience in Interview scheduling, Shortlisting candidates, and cold calling for screening.
- ❖ Acquired skills such as Article writing, Google form, Canva tool as a part of digital marketing.

## Education

S.NO	NAME OF EXAM	COLLEGE/SCHOOL	BOARD/UNIVERSITY	PERCENTAGE%
1.	Master of Business Administration - HR and Finance	Shri Ram Group	RDVV (2018)	78

2.	Bachelor of commerce (Plain)	Mata Gujri College	RDVV (2016)	62
3.	12th Board	Spring Day H.S school	M.P (2013)	66
4.	10 <sup>th</sup> Board	C.B.S.E.H.S school	M.P (2011)	63

## Projects:

- ❖ · Project during Bachelor of Commerce on “**Roles & Responsibilities of Bank Branch Manager**”
- ❖ · Project during Master of Business Administration on “**Ethical Issues at Infotek Solutions**”
- ❖ · Project during Master of Business Administration on “**Management of working capital**”

## Skills & Abilities

- ❖ Hands on Salesforce
- ❖ Hands on MS-PowerPoint, MS-word, MS-Excel
- ❖ Internet Operation

## Awards and achievements:

- ❖ Certificate of social work for “Cancer Aid Society”.
- ❖ Certificate of “Akhil Bhartiya Sanskriti Gyan Pariksha”.
- ❖ Certificate of social work for plantation under “Mahatma Gandhi Rojgar Guarantee yojna and Swachhta Abhiyan” from Mata Gujri College.

## Professional Snapshot

- ❖ Brilliant academic record and professionally qualified with MBA.
- ❖ Listed in top 3 performers in PAN India.
- ❖ Basic knowledge of computer and internet operations.

## Activities and Interests

Travelling, Learning/Meeting new people

## Declaration

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

Place: Indore

Komal Kanaujiya