

CURRICULUM VITAE

B-101, Sai Kripa
Vinayak thakur nagar,
Goddev naka,
Bhayander east
Mumbai 401105

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Career Objectives

To continue my career with an organization that will utilize my management, supervisory and administrative skills to benefit mutual growth and success. To be part of organization where the management structure reorganizes and reward loyalty, honesty hard work & ambition of an employee. By providing growth opportunities the necessary infrastructure that could contribute success of the company.

Educational Qualifications

| Qualification | Name of Board/University | Year Of Passing |
|---------------|--------------------------|-----------------|
| T.Y.B.Com | Mumbai University | March-2015 |
| H.S.C | Maharashtra State Board | March-2012 |
| S.S.C | Maharashtra State Board | March-2010 |

Personal Skills

Looking forward for an opportunity to work in a challenging environment, where I can utilize my skills in contributing effective to the success of the organization and also simultaneously improving my technical and personal skills.

Work Experience

- **Prometric Testing Pvt Ltd.**

Designation: Test Center Administrator

Experience: 12th Oct'2018 to 15th July '2019

Department: Channel Operations

Responsibilities:

- Maintain a working knowledge of policies, practices and procedures.
 - Greet Examinees and verify identification.
 - Identify and report problems occurring at the site.
 - Resolve candidate and or building problems or report them to appropriate supervisor.
 - Maintain confidentiality for clients.
 - Protect security of all software and testing environment.
 - Monitor environmental conditions and keep them within established limits.
 - File report with corporate office for any occurrence which falls outside acceptable guidelines.
 - Maintain office environment to Prometric corporate standards.
 - Accept responsibility for special projects as assigned by manager.
 - Manage incidents of unacceptable identification or authorization-to-test documentation according to Prometric's and the client's expectations.
 - Manage candidate misconduct such as a security breach or inappropriate/threatening behavior according to Prometric's and the client's expectations.
 - Engage property management to maintain environmental conditions within acceptable limits.
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- **Intelenet Global Service Pvt Ltd**

Designation: Customer Service Associate

Experience: 1.6 years from 2015 to 2017

- Taking calls and helping customers with their queries.
 - Handling team in absence of TL.
 - Doing Floor walking for the new batch to make them understand the in and out of the process.
 - To Manage Clients Data in Excel sheet.
 - To handle other back office work.
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- **Datamatics Financial services**

Designation: Customer Service Associate

Experience: 7 months

- To Manage client's data in excel sheet.
- To provide assistance to clients regarding features arrangements, any queries.
- To generate new clients and the follow up.

Computer Experience

- Basic computer knowledge with Excel and word and Power Point.
- Ms-CIT and Basic of tally ERP 9.

Personal Profile

Name : **Divya Nayak**
Date of Birth : 01/07/1994
Gender : Female
Marital Status : Single
Nationality : Indian
Languages known : English, Hindi, Marathi

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

Place: Mumbai
Date:

Divya Nayak