

# CURRICULUM

## Correspondence Address:

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## Gaurav Tanwar

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### **Job Objective:-**

To work with reputed organization where my knowledge and potential can be used to rapidly grow and contribute towards the professional goal.

### **Education Qualification:-**

- Graduate from EILM university
- 12<sup>th</sup> Passed from NIOS, New Delhi
- 10<sup>th</sup> Passed from CBSE, New Delhi
- ITI From Dayal Bagh Technical college, Agra
- One year Diploma in **Sanitary Health Inspector** from All India Institute of Local Self Government, Janak Puri New Delhi

### **Professional Qualification**

- Professional Diploma in Computer Application from All India Institute of Local Self Government, New Delhi.

### **Computer:-**

- **XP Window, MS Office, Excel, DOS**

### **Strengths**

- Fast Decision Making
- Hard Working & Flexible
- Willingness to learn & fast learner

### **Work Experience**

- **Worked with at All India Radio, Akashvani Bhawan as a D.E.O for more than three years.**
- **Responsibilities**
- Diary and Dispatch
- File Movement
- Sending Hindi Reports
- Working related to Drama
- Any Typing Work related to section

- **Worked with at Mata Chanan Devi Hospital as a Office Executive for more than two years.**

### **Responsibilities**

- Handling CGHS patients. Maintaining admission & discharge records.
- Intimation generally & online to CGHS about admission & OPD cases.
- Query Solved & reimbursement on the level of OPD from the Hospital End .
- Working on CGHS Online Claim Submission at Admission Level.

### **Work Experience**

- **Worked with Spanco BPO Services LTD as CCE in Domestic operations of Reliance Inbound Process for one years.**

### **Responsibilities**

- Answered all kind of call related to customer services & Troubleshooting
- Reviewed cases logged via the customer portal in the system

### **Work Experience**

- **Worked with Infovision as a Tele Collection Associate In Domestic operations of ICICI Bank Credit Collection Process for two years.**

### **Responsibilities**

- Made Outbound calls to collect outstanding dues in First Party B2C Process
- Ensured cases (customer issues) are routed to the appropriate person
- **Worked with Sparsh BPO Services LTD as a Customer Service Associate in Domestic operations of BSNL Inbound Process for more than Two Year.**

### **Responsibilities**

- Answered all kind of call related to customer services & Troubleshooting
- Managed to achieved required & all other parameters as per process requirements

### **Personal Details**

- Father's Name - Shri Chander Bhan Tanwar
- Date of Birth - 06/04/1979
- Nationality - Indian
- Marital Status - Married

Place: New Delhi

Date:

**(Gaurav Tanwar)**