

## **RESUME**

Shashikant Keraba Gondhali  
Ser no. 4/46. Ganesh Nagar,  
Vadgaon Sheri, Pune-411014  
Mob.No. – 9623295263  
Email Address: - shashikantgondhali@gmail.com

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### **Career Objective: -**

To work in an Organization offering high degree of challenge, motivation, responsibility & decision making power, where I can use my qualitative and analytical skills & valuable experience to achieve the organization goals.

### **Job Experience: -**

1] Worked with Serco BPO Services .Ltd for Inbound and Outbound process as a CSA since 4 Year.

2] Experience of handling customer sale and service complaints with Flipkart I Pvt LTD since 1year.

3] Experience of Sale of Ayurvedic Medicine on field.

4] Currently working as a customer care executive and lobby manager for 3 star hotel "Brookside", dealing with day to day management of the restaurant and adhoc parties happening.

Responsible for end to end customer satisfaction to ensure more business for the hotel.

Capable of handling client escalations and dissatisfactions.

### **Educational Qualification: -**

Education	School/ College	Board/ University	Class
HSC	Vivekanand College Kolhapur	Kolhapur Board	First class
SSC	Shramik Vidyalaya Banage.	Kolhapur Board	First class

**Job Profile: -**

Sr. No.	Period	Organization	Role
1]	23 Aug 2011 – 30 Sep 2015	Serco BPO Services. Ltd	<ul style="list-style-type: none"><li>• Working for Bajaj process as a CSA.</li><li>• Achievements: Best Performer Award for good quality calls in Year Aug 2014 .</li><li>• Inbound and outbound calling.</li><li>• Good customer query and complaint handling skill .</li><li>• Handling of customer mails of query and complaints</li><li>• Handling 3 Wheeler Spare part calling activity &amp; interacting with clients regarding information or issues about the product</li><li>• Handling escalation &amp; call transfer</li></ul>
2]	From 30 Sept - Dec 2016	Flipkart I Pvt LTD	<ul style="list-style-type: none"><li>• Working as a CSA and taking calls of customer sale and service complaints</li></ul>

**Technical Qualification: -**

Knowledge of M.S Excel. MSCIT.

**Strength: -**

- Hard Working
- Team Player
- Change Advocacy

**Extra Curricular Activities: -**

Listening Music, playing Cricket, watching movies.

**Personal Details:** -

Name : Shashikant Keraba Gondhali

Permanent Address : SR no. 4/46, Ganesh Nagar,  
Vadgaon Sheri, Pune-411014

Date of Birth : 06-07-1987

Nationality : Indian

Marital Status : Single

Languages Known : English, Hindi and Marathi

Date:

**Shashikant Keraba Gondhali**

