

# Shraddha Joshi

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Andheri west

Mumbai 400053

**Mob:-9892440425**

## Summary

A dedicated professional and organized individual aiming to secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company and grow through the process.

## Education

Diploma in Fashion Designing, INIFD, Pune

**Bachelors of Arts (Journalism)**

ICFAI, Mumbai, Maharashtra

Graduated March 2012

## Employment History

### BPO Industry

Worked in voice (US, UK and Australia processes) that included customers service, sales for a short period, and Debt collection. Key responsibilities were to understand customers' requirements, and provide solutions with regards to their credit card accounts and debt management, and respective services with the best support, quality and process guidelines.

#### **Wipro Bpo (Powai)**

Year - 2006-2007

Process- American Express Credit Card, Australia Process.

Designation - Customer Service Executive

#### **Intelenet Global services (Malad)**

Year- 2007-2008

Processes- Earthlink

Asset acceptance

Arrow credit cards

Designation - Senior Customer Service Executive

#### **Ocwen financial services (Malad)**

Year- 2008-2011

Process- Debt Collection U.S. process

Designation- Recovery Specialist

#### **Sanda Wellness (Andheri)**

Year – 2012

Process - Wellness Products  
Designation- Sr. Executive (Sales)  
U.K. Process

## **DESIGNING**

### **Label - Sounia Gohil**

Fashion Designer

January 2015 (Have been freelancing as per the project requirements)

Key Role- Fashion designer, stylist role included managing flagship store. Dealing with the clients, brand managers, designers, stylists and executives to present the customised lines of collection.

## **MEDIA**

### **Barry John Acting Studio**

(January 2020 to March 2020)

### **Designation- Counsellor**

Key Role - Guiding and counselling students through the course selection, explaining syllabus, and support with admission procedures.

## **Hobbies & Interests**

Sketching, Recycling, Watching movies, Music.

## **Professional Skills**

Organized, Research work, MS Office.Diploma in Computer Application.

## **Languages**

Hindi, English, Marathi, Spanish, Sanskrit.

Thank you for your time :)

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