

Rishita Hariyani

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EDUCATION

Bachelor of Education (B. Ed) <i>(SNDT) Shreemati Nathibai Damodar Thackersey Women's University - Ahmedabad, India</i>	06/2010 - 05/2011
Bachelor of Computer Applications <i>Gujarat University – Ahmedabad, India</i>	06/2005 - 04/2009
Certificate of Completion-Microsoft.Net <i>Deep Dive Coding– Albuquerque, NM</i>	01/2019 - 03/2019
Microsoft Associate Technology Certified Software Development Fundamentals	06/28/2019

COMPUTER SKILLS

Languages: C++, Visual Basic .net, SQL, Java, XML, HTML

Software: Microsoft Project Management, Microsoft Suite, Macromedia Flash, Microsoft Front Page, Adobe Photoshop,

Reader Database: Microsoft Access, Excel, Oracle Operating Systems: Windows, Linux, UNIX

PROFESSIONAL EXPERIENCE

MVD EXPRESS, NM <i>Customer Service Agent / VIN-Inspector</i> <ul style="list-style-type: none">• Assist customers with motor vehicle needs --- walk in and/or by telephone.• Greet customers with a positive attitude!• Review Documents for Accuracy and Compliance.• Communicate Effectively with Different Types of Customers.• Use Critical Thinking Skills and Problem Solve with Simple/Complex Transactions.	02/2018 – 05/2018
AeroParts Manufacturing & Repair Inc., Rio Rancho, NM <i>Repair Customer Service Representative & Clerical Support</i> <ul style="list-style-type: none">• Assisting the airline companies in processing work orders, maintaining high level of customer satisfaction by responding in a timely fashion via phone and email.• Generating quotes and getting it approved by the clients and entering them accurately in the system.• Coordinating with internal department such as the engineering team, shipping department and finance team for a smooth work flow.• Assisting the engineering department with details on work orders and its specific job functions to perform on the part as requested by the customers.• Communicating with the finance department for billing and accounts receivables.• Developed new process in Microsoft Excel for the Engineering and shipping department which created a standardized process for all the departments, eliminating confusions and miscommunications.• Provide clerical support to the Repair Customer Service Department including scanning, faxing, data management, maintain files and perform all other duties as assigned.	07/2016 – 09/2017
Walgreens, Rio Rancho, NM <i>Customer Service Associate & Pharmacy technician trainee</i> <ul style="list-style-type: none">• Work in a busy drugstore and gaining hands-on knowledge of retail pharmacy operations.	01/2016 - 07/2016

- Contributed to the customer service experience Educate and enlighten customers on product prices and details.
- Handled issues of return, exchange, and refund Treat customers with courtesy.
- Processed forms, orders, applications, and requests made by customers.
- Prepared and distributed daily customer activity reports.

VFS Global Services Pvt. Ltd., India

04/2014 - 07/2015

Officer – Operations for Canada Visa Processing Section

- Provided administrative & management support to the Canadian visa processing unit.
- Greeting clients and travel agents and maintaining relations with authorized vendors of the unit.
- Provided visa application processing services; verification, guidance and collection from individuals seeking a visa as per the embassy guidelines.
- Verified and Accepted Visa applications, arranged the visa file as per the embassy guidelines, entered the application details in the system, dispatched the application in a timely manner.
- Collected visa fees for the application, issues receipt, and deposited the fees in the bank. Generated daily report and updating the embassy.
- Preparing monthly and quarterly reports, assisting the supervisor with daily office operations.

Self Employed, India

07/2011 - 09/2013

Private Tutor

- Worked with students aged 7-13 to improve Science, English and Math.
- Taught computer software like, Microsoft Excel, Word, Adobe Photoshop, HTML etc.
- Reviewed materials assigned by the students' teachers and helped student complete homework and improve reading skills.
- Created lesson plans, review worksheets, and practice tests to prepare students for weekly tests.
- Communicated with parents about students' progress and performance.
- Managed overall business revenue, expenses and regulatory requirements.

ST. Kabir School, India

09/2009 - 06/2011

Admin. Asst. to Principal & Computer Teacher.

- Provided research data and direction in developing and maintaining the best possible educational programs that optimize available human and material resources while working with supervisor to assist in the effective operation of the school.
- Served as the educational leader of the school specifically in regard to classroom management and student behavior.
- Maintained building operations and conducted teacher training to create a positive school culture.
- Aligned the educational programs, planed and actions to the district's vision and goals for student learning; communicates to staff and community.
- Used appropriate data to set priorities and establish goals in the context of improving student achievement.