

Resume

MAYURA CHINTAMANI KAKADE
Mobile No- 9637437635/9175008076

Career Objective-

Intend to build a carrier with your leading institute which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment

Academic Profile

B. Sc (Solapur University, Solapur)

Class: Passed in June 2008.

H.S.C. (Pune Divisional Board)

Class : Passed in Feb 2005.

S.S.C. (Pune Divisional Board)

Class : Passed in Mar2003.

Extra Curricular Activities

MS-CIT with distinction
Advanced diploma in computer management with distinction
Hindi Pravin exam pass
Certificate in C Programming with A grade
English Typing 30 wpm

Experience

Company Name- Solapur University, Solapur

Designation- Lab Assistant

Duration- April 2008 - Sep 2008

Roles and Responsibilities-

Teaching Practical to student
Maintained all stock registers
Tested the instruments in lab

Company Name- A.G. Patil Institute of Technology

Designation- Lab Assistant

Duration: - Sep 2008 - July 2010

Roles and Responsibilities-

Teaching Practical to student
Maintained all stock registers
Tested the instruments in lab
Interaction with parents of the students

Company Name- Bajaj Allianz staffing solution

Designation - Customer service Representative

Duration- Jan 2011 - June 2011

Roles and Responsibilities-

Documentation work for sales, purchase and product sales

Interaction with customers

Handling calls of the customer related to the customer service and selling

Providing quality customer service and proper resolution to the customer queries

Sending mails related to the queries and taking feedback after sales

Company Name- Vertex customer management Pvt ltd

Designation: - Quality Analyst

Duration: Working From 9th Sep 2015 to Till Date 9th Sep 2018

Roles and Responsibilities-

Handling the calls related to the sales of telecom tariff plans

Retaining the customer through calls and providing quality customer service

Analysis of calls, providing feedback to the team member and taking corrective actions on reports

Handling internal and external escalation

Preparing daily call log, weekly and monthly reports and reporting to the higher management

Maintenance of daily tracker, data management and it updating

Ensuring the quality parameters followed and process as per the SLA

Team discussions, briefing sessions about process updates and improvement

Call calibrations and audit as per the requirement

Responsible for the customer retention and quality customer service with proper resolution of the team

Action plans related to increase in team productivity

Company Name- Conneqt Business Solutions

Designation: - Quality Team Leader

Duration: Working From 10th Sep 2018 to Till Date

Roles and Responsibilities-

Handling the calls related to the general insurance

Handling internal and external escalation

Preparing daily call log, weekly and monthly reports and reporting to the higher management

Maintenance of daily tracker, data management and it updating

Ensuring the quality parameters followed and process as per the SLA

Team discussions, briefing sessions about process updates and improvement

Call calibrations and audit as per the requirement

Action plans related to increase in team productivity

Coaching and development for team member

Handling personal issues (absenteeism, managing staff issues)

Leadership

Quality assurance

Do Admin (level approval, payroll information, Rosters, Approve transaction)

Personal Details-

Name- Mayura Kakade
Date of birth- 14th -Jan-1987
Marital Status- Married
Gender - Female
Address- Dhanalaxmi angan, flat no 12, Chandan nagar
Bypass, Pune nagar road,Pune
Languages- Marathi, English, Hindi, Kanada.
Email ID- mayurakakade@gmail.com

Declaration

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

Date :

Place :

(MAYURA CHINTAMANI KAKADE)