**Pramadvara Trivedi**

DLF Phase 3 Gurgaon 🕿 91-9818615632/8800955205; 🖂tpramadvara@gmail.com/yahoo.com



PROFILE

* A professional with 3 Year experience in Client & Customer Relations. Successfully and consistently delivering the responsibilities of Database Profiling & Business Intelligence and Client &Customer Satisfaction, currently working as **Executive Customer relations** with **Online Recharge Services Pvt. Ltd. Gurgaon.**
* Managed customer centric operations & ensuring customer satisfaction by achieving delivery & service quality norms. Attended to clients’ complaints and undertaking steps for effectively resolving them. Interacted with the client/customers to gather their feedback regarding the product satisfaction.

PROFESSIONAL EXPERIENCE

1. **last Company : Online Recharge Services Pvt. Ltd. Gurgaon**

**Duration: Since May, 2012 to Present**

**Designation- Executive Finance (Reconciliation Process)**

* Attend client and customer’s complaint and resolve their issues.
* Ensure outstanding customer satisfaction by maintaining strong working relationships.
* Provide proper refund and compensation to customers on time.
* Maintain complete and accurate customer correspondence data.
* Assist in making major business decisions.
* Reconciliation process
* Handling Bank charge backs
* Develop and update client related reports. Handling client issues throughout the implementation life cycle in a timely and accurate fashion.
* Upload operator and payment report on T+1 basis.

1. **Previous Company: Ducat India**

**Duration: 28th May’2011 to May 2012.**

**Designation: Academic Counselor**

* Advising students about academic requirements and selection process
* Explaining information on institutional policies and procedures.
* Understanding the institution’s rules for the release of student information to faculty, parents, students, etc.
* Assisting students with career planning
* Monitor student registration activities and recommend them the solutions for their academic difficulties. Maintain systematic and frequent contact with advisees.
* Coordinate communications to the students regarding such things as registration and academic probation; this could include the maintenance of a student lists, fee collection etc.

**Achievements**  
  
*Got performance bonus of Rs.10000 in year 2013*.

EDUCATIONAL CREDENTIALS

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | School/college | Board/University | Year of Passing |
| B.Com | P.C Bagla College Hathras | Dr. Bhim Rao Ambedkar University | 2010 |
| Intermediate | Seth. Harcharan Das Girls Inter College Hathras | U.P Board | 2007 |
| S. S. C | Govt. Girls Inter College Hathras | U.P Board | 2005 |

**COMPUTER SKILLS:**

Basic Knowledge of Ms Word, Ms Excel, Internet, also done 1 year diploma course of accounts from 2010 to 2011.



**PERSONAL VITAE**

Name : Pramadvara Trivedi

Father’s Name : Late Mr Rakesh Trivedi

Sex : Female

Marital Status : Single

Nationality : Indian

Hobbies : Travelling, dancing,

Permanent Address : C/O Dr. R.P Trivedi, Near Railway Station, Trivedi Nagar

Hathras (U.P)

Contact No : 9818615632

Date of Birth : 19-08-1989

Languages known : English, Hindi

Alternate E-mail : tpramadvara@gmail.com/yahoo.com

**WHAT I BRING WITH MYSELF**

* Team leading ability
* Comprehensive problem solving abilities
* Ability to adapt new technologies
* Willingness to learn new things

**DECLARATION:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**(Signature)**

**Pramadvara Trivedi**