

Arati Rajshekhar Narone

Contact No: 7972123649

Email Id: [mayurinarone14@gmail.com](mailto:mayurinarone14@gmail.com)

Career Objective:

To be a part of an organization where I can fully utilize my skills & make a significant contribution to the success of the company and at the same time my individual growth.

Qualification	Name of the Institute	Board/ University	Year	Percentage
B.Sc	D.B.F. Dayanand college of Arts & Science	Solapur University	2009-2012	53.72%
H.S.C	S.V.C.S Junior college,	Pune Board	2008-2009	65.67%
S.S.C	S.V.C.S High school,	Pune Board	2006-2007	76.61%

➤ Professional Experience:

1. Worked in HGS (Hinduja Global Solutions Limited), Bangalore as a Trainee Customer Relation Officer.

Work Experience:1.4years

Supporting Outbound calls to Customers for HCV ashok leyland vehicle insurance renewal.

- ❖ Maintaining daily performance report and daily case analysis report.
- ❖ On demand support to the customer for Product issues.

2. Currently working in Indegene Pvt Ltd, Bangalore as a Medical engagement associate.

Work Experience: 2.1 year

- Interact with Health care professional through outbound calls.
- Sharing information about key brand products.
- Handling physician queries and providing response from pre defined FAQs.
- Responsible for managing the compliance and process adherence.
- Updating on new content on a regular basis.
- Sharing information about when webinar will scheduled and enroll in the program.
- Working on email and oncall queries.
- Adherence to SLA.
- Ability to interact with stakeholders like physician, content team.
- Fill AE and PTC reports.

❖ Additional Skills/Courses:

Diploma in IT for teacher training

(MS –CIT, VB, C, C++, Tally, DTP & Hardware)

❖ Co-curricular Activities:

Participated in celebration of International Year of Chemistry (IYC2011)

❖ Personality Skills:

Proactive

Positive Attitude

Good Team player

❖ Hobbies/Interests:

Cooking, Designing and Listening to songs

❖ Miscellaneous Information:

D.O.B: 14<sup>th</sup> April 1992

Address: Plot no 28, Gumasta housing society, Shelgi, Solapur.

❖ Languages: English, Hindi, Marathi, Kannada

Place: Bangalore

Date: 28/05/2021

(Arati Rajshekhar Narone)