

KARISHMA VOHRA

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OBJECTIVE

I am a self-motivating and quality conscious person and my key attributes are firm determination, innovative ideas, positive attitude, never dying confidence and diligence.

To associate with an organization that promises a creative career in progressive and challenging environment so as to enhance my knowledge and skills in the field of new technology and be a part of the team that excels in work towards the growth of organization.

PERSONAL DETAILS

Name: Karishma Vohra

Location: Mumbai, India

Email: kash.v90@gmail.com

Languages known: English, Hindi and Marathi.

Date of Birth: 13th May, 1990.

Marital Status: Married

Gender: Female

Contact: +91-8082727529

Nationality: Indian

Academic Details

Degree	University	Year of Passing	Percentage/Grade
S.S.C	Maharashtra State Board	2006	42.93%
H.S.C	Maharashtra State Board	2008	55%
B. Com	Mumbai University	2012	60%

Experience

Company Name	Designation	Starting period	Ending Period
Serco Pvt Ltd	Senior Accounts Executive on SAP	14 th May 2013	23 rd May 2015
GrayQuest Education Finance Pvt Ltd	Execution Sales Executive	11 th August 2021	1 st August 2022

Experience in Details

Serco Pvt Ltd. As Senior Accounts Executive on SAP (Account Payable Dept.)

- US process for GMI (General Mills Incorporation)
- Working on SAP Software
- Vendor Payment Management (Paying to vendor on time)
- Schedule meetings and calling vendor for invoices or for credit memos.

August 2021 – August 2022: GrayQuest Education Finance Pvt Ltd. as Execution Sales Executive

- Taking care of back-end operations (disbursement process) and customer relationship management functions
- Coordinated with multiple departments viz. Operations, Finance, Credit, Disbursement, Product and KAM, for quick closing & solutions; accountant and administration of educational institutions
- Undertaking responsibilities of removing less logical procedures in processes thereby reducing processing time
- Dealing with new & existing clients and providing a customized business solution for the resolution of problems
- Looking after fees verification, customer journey, incomplete calling and feedback calling tasks; providing resolution regarding loan live cases
- Significant contributions towards enhancing customer satisfaction level by resolving product or service issues
- Answering customers telephone calls, promptly in order to avoid on-old wait times; skilfully using automated mails processing equipment to sort & collate mails
- Actively involved in disputes management by coordinating with the customers and offering best offers
- Professional Expertise in chat and e-mail handling process
- Knowledge of Verloop and Slack

Skills

- Fluent communication skill
- Basic knowledge of computer and internet
- Good command on English
- Positive Attitude
- Self- Confidence
- Bold Presentation Skill

Declaration

Honesty towards my work and acceptable nature are my biggest strengths.

Hereby I declare that all the above Information provided is True and authentic as per my Knowledge.

KARISHMA VOHRA