**Anvi U. Goradia**

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**SEEKING POSITIONS IN THE ORGANISATION OF FINANCE/BANKING/HUMAN RESOURCE & OPERATIONS**

OBJECTIVE

* Enthusiastic and Dedicated Personnel, Seeking Valuable Experience.
* Outstanding Interpersonal, Negotiation, and Mediation Skills.
* Can adapt to any sort of working environment through Strategic Staffing and Planning.
* Possesses good knowledge about Computers and has good command over English.

PROFILE SUMMARY

* Completed B.F.M. (Bachelors in Financial Markets) degree from Mumbai University.
* Willing to learn new Skills & take the next step towards Career growth.
* A Good Interpersonal Communicator, Excels in Multi-Tasking & Prioritizing Work Assignments.
* Have hands on experience in MS Office, Internet Operations.

SCHOLASTICS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Period** | **Qualification** | **Institute Name** | **Board/University** | **Grade** |
|  |  |  |  |  |
| 2014 | Bachelor in | Mithibai Motiram Kundnani | Mumbai University | 60% |
|  | Financial | College of Commerce and |  |  |
|  | Markets | Economics |  |  |
|  |  | (M.M.K College) |  |  |
| 2011 | H.S.C - 12th | Mithibai college of | Maharasthra State Board | 73% |
|  |  | Commerce and Economics |  |  |
| 2009 | S.S.C - 10th | Our Lady Of Remedy High | Maharasthra State Board | 84% |
|  |  | School |  |  |

PROJECTS

* **Venture Capital (TYBFM– 2014)**

The Project Displays the key Features and Process of Venture Capital Investments. It also gives brief information about the Government Role and Regulations for the Development of Venture Capital Investment Market in India.

INTERNSHIPS

**1. Quality Analyst of Contact Center**, **Bharti- Axa Life Insurance Co. LTD** (Jan 2015 – April 2015)

* Managing and Checking end-to-end Processes of Contact Center and other Processes including Claims & Grievance Redressal department.
* Ensuring Customer Satisfaction.
* Strategy Formulation for Process Modification and Improvement.
1. **Trainee, Tata Consultancy Services** (July 2014 – Dec 2014)

 Process – Global Credit Card Operations (Backend team)

 Core Responsibilities – Account Maintenance of Citi Bank Credit Card Holders and providing Best Customer Service.

1. **Counselor**, **International Distance Education Academy** (April 2012 – May 2012)
* Understanding Customer’s Requirements and Problems.
* Selling Company Products by Counseling them in the best possible way and encouraging them to Pursue Further Education.
* Ensuring customer satisfaction.

PERSONAL DOSSIER

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| --- | --- | --- | --- |
|  | **Date of Birth** | **:** | 29 October, 1993 |
|  | **Language** | **:** | English, Hindi |
|  | **Nationality** | **:** | Indian |
|  | **Marital Status** | **:** | Single |
|  | **Visa** | **:** | Visit |