

**Riddhi**

**PERSONAL INFORMATION**

Name: Riddhi

Email [**Riddhi.335260@2freemail.com**](mailto:Riddhi.335260@2freemail.com)

Date of Birth: June 27, 1980

Place of Birth: Thane – Maharashtra – India

Gender: Female

Civil Status: Married

Childrens: 1 Daughter

Nationality: Indian

Mother Tongue: Sindhi

Languages known: English, Hindi, Marathi and Sindhi

Visa Status: Holding Husband Visa

Computer Diploma in Microsoft Office 2000(MS Office)

From CMIT Computer centre Mumbai

Typing English Typing @ 30 WP M

**EDUCATIONAL BACKGROUND**

* Bachelor of Commerce ♦ 2003 Mumbai University, India
* Higher Secondary Certificate ♦ 2000 Mumbai Board, India
* Maharashtra State Board School Certificate ♦ 1998 Mumbai Board, India

**Work Experience**

**1.Vodafone Essar Ltd : ROAMING Assistant / ROAMING SUPPORT / Marketing Executive** in Corporate Marketing Dept

**2. Vodafone Essar Ltd : Senior Executive** in Collection Dept

**3. IndiaIdeas.com Ltd.** registers of **BillDesk.com : Customer Care executive**

**4. Hutchison Max Touch Pvt. Ltd : Back Office Assistant & Corporate Telecaller**

**Details as follows**

**I] Work Experience**

Worked with **Vodafone Essar Ltd.** as a **ROAMING Assistant / ROAMING SUPPORT / Marketing Executive** in Corporate Marketing Dept

**Period:**

Since Oct’2007 till March 31, 2009

Key Deliverables:

* **Managing SIM card inventory (9046 cards across 9011 operators)**
* **Managing agreements with over 450 international operators and 65 national operators for all the Vodafone Circles (over 2000 agreements)**
* **Catalogue and distribute technical and billing documents for over 450 International operators and 65 national operators for all the Vodafone Circles.**
* **Other Roaming updates**

**Job Profile:**

* **Sim Inventory Audit**
* **Conducting Sim Audit**
* Checking & Reverting Mails related to all general queries
* In charge of Sim cards Inbound as well as Outbound
* Updating records of sim cards
* Sending Sim Cards to Circles & Various International Operators for testing purpose
* Sending emails to Circles & International Operators for the same
* Taking confirmation via mail
* In charge of Activation & Deactivation of Sim Cards
* Mailing it to Activation team for Activation & Deactivation of sim cards
* Mailing the sim details to Circles & International Operators
* **International Roaming Agreements**
* In charge of International Roaming Agreements signed with Various International Operators
* Co-ordinating with Revenue Assurance Dept., Function Head, Legal Head., Corporate Heads & VP Finance for International Roaming Agreements
* Sending one copy to International Operator & keeping one copy for official records
* Maintaining records for Agreements signed with various Circles & International Operators

* **Document Updations**
* Checking & Reverting Mails
* Updating records for the changes done in the company (for e.g. Change in contact person, change in IOT, etc)
* Updating documents & Informing to every relevant person via mail for any change in the company

**II] Work Experience**

Worked with **Vodafone Essar Ltd.** as a **Senior Executive** in Collection Dept

**Period:**

Since May ‘2007 till Oct’2007

**Job Profile:**

* Handling team of 4 people & Taking Report & Guiding them
* Corporate Telecalling
* Maintaining Daily Report of Telecalling
* Solving issues raised by Corporate Company’s , subscribers’ & Agencies
* Sending duplicate bills to subscribers’
* Arranging Courier Pickups
* Maintaining MIS for Daily Report , Telecalling & Courier Pickups
* Making Monthly Reports
* Checking & reverting mails of customers
* Co-ordinating with different departments & resolving issues raised by company.
* Doing reconciliation of accounts related to payments

**III] Work Experience**

Worked with **IndiaIdeas.com Ltd.** registers of **BillDesk.com** as a **Customer Care executive**

**Period:**

Feb ‘2006 till Apr ‘2007

**Job Profile:**

* Handling **BOI (Bank Of India)** querries like confirming account numbers details from all branches for failed transactions
* **Handling Corporate Electricity bills like Airtel, Hutch, Rim, Tata Indicom**
* Handling Inbound & Outbound calls of BillDesk Customers
* Interaction with customers across the counter & over the counter all over the country
* Handling querries related to Non-Payment of Electricity Bills, Telephone Bills & Cellular Phone Bills throughout India over 15 cities of BillDesk
* Handling querries related to Tata Indicom Bills, Mutual Funds Bills, TATA-AIG, Life Insurance Premium ECS, and Kotak Mutual Fund Etc.
* Taking note of request of customer related to changes and rectification of customer account such as Addition of new biller in the existing one, Non-Receipt of Notification of payment mails from BillDesk.com, Payment Confirmation, Cancellation of Account with BillDesk etc,
* Co-Ordination with concerned departments and getting work done requested by the customers and inform the customer through phone via email
* Checking & reverting mails of customers
* Maintaining Daily Report

**IV] Work Experience**

Worked with **Hutchison Max Touch Pvt. Ltd.** a multinational company providing services in Mumbai as **Back Office Assistant & Corporate Telecaller**

**Period:**

Dec ‘2003 till Feb ‘2006

**Job Profile:**

* Corporate Telecalling
* Maintaining Daily Report of Telecalling
* Solving issues raised by Subscribers’ & Agencies
* Sending duplicate bills to Subscribers’
* Arranging Courier Pickups
* Maintaining MIS for Telecalling
* Maintaining Daily Report