***QUALIFICATION:***

* H.S.C. –Don Bosco High School and Jr. College, Lonavla, Pune University, 2006.
* S.S.C. – Auxilium Convent High School, Lonavla, Pune, 2004.

***OBJECTIVE:***

To take a challenging role in business operations as Finance Analyst and give an efficient and effective solution that would help the organization to achieve the best solution in business which would increase its productivity in the market.

***EXPERIENCE:***

**Pact Employment Services, U.A.E (Sep’16 – Dec ’16)**

Sales Executive

* Managing Telesales at first, and then moved to outdoor sales, right from lead generation through to prospecting, arranging appointments, giving presentations, negotiating and closing.
* Handling customer queries through Phone and emails
* Identify opportunities with new and existing customers thereby enabling the team in achieving the targets set.

**J P Morgan Chase Pvt. Ltd, Mumbai, India (July’13- July’16)**

Customer Service Specialist

* Handling customer queries through Phone and emails
* Training and mentoring new team members. Logging call details and doing necessary follow up.
* Escalating issues of priority to Team Leads and shift supervisors.Ensured meeting of team and individual targets.

**J P Morgan Chase Pvt. Ltd., Mumbai, India (Feb’09- Sep’11)**

Collections Financial Advisor

* Handling customer queries on delinquent credit card accounts and offering payment options.
* Training and mentoring new team members. Logging call details and doing necessary follow up.
* Escalating issues of priority to Team Leads and shift supervisors.
* Ensured meeting of team and individual targets.

**3Global Services, Mumbai (Aug’07-Aug’08)**

Customer Services Executive

* Handled customer queries related to Pre-paid accounts and resolving their technical issues with handsets and network.
* Helped to fulfill customer requests for activation and deactivation of various services. Initiated and resolved billing disputes and concerns by negotiating with compensations.
* Ensured meeting of team and individual targets.
* Trained and mentored new team members.

***SUMMARY OF SKILLS:***

* Good command, written and oral over the English language.
* Good experience in preparing documentation on business requirements.
* Proficient in managing multiple tasks and meeting deadlines along with the ability to garner information from requisite sources.
* Well organized with a track record that demonstrates self-motivation, dedication, creativity, and initiative to achieve both personal and corporate goals.
* Excellent written, inter-personal, analytical and communication skills and the ability to work as part of a team and independently as a leader.
* Proficient in computers, can handle all works within the basic parameters along with the Internet Application.

***COMPUTER SKILLS***

Microsoft Office 2003 & 2007

Declaration:

I hereby declare that the information furnished above is true to all of my knowledge, and stand to bear anything against it.