**EKTA** [**EKTA.373048@2freemail.com**](mailto:EKTA.373048@2freemail.com)



**CAREER OBJECTIVE**

To obtain a position with an organization that offers me a consistent positive atmosphere where I can utilize my skills and knowledge, building the success of the company while experiencing advancement opportunities.

**EDUCATION**

## Bachelors of Commerce

***University of Mumbai***

**2015**

**AISSCE (12th Grade)**

***The Indian High School, Dubai***

**2012**

**AISSE (10th Grade)**

***The Indian High School, Dubai***

**2010**

**PERSONAL DETAILS**

**Date of Birth**

***29th August 1994***

**Nationality**

***Indian***

**Visa status**

***Dependent***

**UAE Driving License**

***Valid till 2026***

**Languages Known *English (Proficient) Hindi (Proficient) Arabic (Basic)***

# WORK EXPERIENCE

* **TransformEd Training Institute *April 2017 – August 2017 STUDENT SUPPORT & ADMIN OFFICER***

### Responsibilities & Duties

* Establishing supportive relationships & providing assistance to students to maximize student retention
* Communicating information related to training to students & working with them to resolve their queries & complaints if any
* Sending confirmation emails confirming candidate’s registration & reminder emails to them before every training session
* Creating links & sending to the candidates for connecting to live virtual training
* Updating batch sheets with students details & keeping a track of outstanding balances of Fees for each student & ensuring all the forms related to student’s enrollment process are submitted & duly filled
* Collecting student’s supporting documents (Passport/emirates ID) & ensuring there are no errors related to student names to prepare their course completion certificates
* Assisting students in booking for their examination after completion of the training & coordinating examination & assessment processes
* Ensuring smooth operation of the projectors & that there are no technical issues before the commencement of the training
* Collecting feedback from candidates through feedback surveys sent via mail after the completion of the training & evaluating their opinions to improve services provided
* **Abu Dhabi Commercial Bank *October 2015 – December 2016 TELECALLING EXECUTIVE* - Finance & control department (CBG Accounts)**

### Responsibilities & Duties

* Contacting individual & business choice customers for updating the KYC (know your customer)

Form

* Requesting for documents from the customers via email or pick up through bank representative or Aramex (as per the mode preferred by the customer)
* Coordinating with other branches for collection of the documents
* Ensuring the validity of documents & following up with the customers for discrepancies if any
* Classifying the risk assessment of the customers & forwarding the documents to the concerned department for further processing
* Handling customer grievances & queries & directing them to the concerned departments
* Attaining the daily call targets as specified
* Maintaining & updating the tracker with minimal errors
* Appraisal in the form of incentives for exceeding the targets
* **Gulf News *August 2013 – April 2014***

***DATA ENTRY OPERATOR***

### Responsibilities & Duties

* Reviewing & checking applications & supporting documents
* Comparing inputted data with paper based records for accuracy
* Verifying accuracy of information prior to keying
* Updating & editing information onto the prescribed databases using SAP software
* Storing the completed documents in the appropriate locations