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| **SUBRAT** **E-mail id:** subrat.392307@2freemail.com  |  |

**CAREER OBJECTIVE**

* I wanted to be a part of contribution, in the success of project.
* Being interested in great working environment with challenging task.
* Eager to improve by sharing knowledge and utilizing every single learning opportunity and to support the growth of organization.

**Professional Experience:**

**to 18th May 2016 To 8th June 2019 as Sr. Associate**

* Responsibilities include handling incoming dispute cases for cardholders for their account.
* Meet the key performance indicators as set by the management.
* Responsible for testing of pending cases.
* Meet the client targets with regards to the quality and productivity.
* Meeting individual and team targets. Achieving 100% Customer Satisfaction.

**from 2nd Feb 2012 to 31st March 2016 as Senior Sales Representative**

* Maintain all sales related reports and present weekly call.
* Handle all activity related to promotion Activity.
* Met all the sales target as per work.
* Deal with client and present sale Client data monthly call.

**Skills and Straights:**

* **Think out of the box to deal with in-live process issues to meet customer SLA.**
* **Being able to follow a standard operating model and governance.**
* **Being able to take ownership for the tasks assigned and complete those on time escalate early for the Operations management.**
* **Highly Numerate, good understanding of Microsoft Excel.**

**Certification:**

* Computer basics, Computer Hardware and Networking**.**

**Academic Qualification**

* Bachelor Degree in (B.C.A.) Bachelor of Computer application from Jaipur University – (Appearing)
* 12th from Maharashtra State Board of Secondary and Higher Secondary Education, Nagpur (MAH) – 2005
* 10th from Maharashtra State Board of Secondary and Higher Secondary Education, Nagpur (MAH) – 2001

**Computer Proficiency:**

* Application packages : MS OFFICE
* Operating Systems : Windows XP, 7 & Vista, Excel

**Personal Profile:**

**Name**  : Subrat

**Date of birth :** 25th Nov 1985.

**Marital Status** : Single.

**Nationality**      : Indian