**OBJECTIVE**

To perform my job to my fullest capacity with complete zeal and dedication towards the specified task

**WORK EXPERIENCES**

**ORGANIZATION:** U.P.S. Logistics PVT. LTD. Pune (31st May2012- 20th May2014)

**Company Profile: -** UPS, or United Parcel Service Inc., is a global company with one of the most recognized and admired brands in the world for logistics services.

**Job Designation**: - Sr. Administrative Assistance

**Responsibilities-**

* Worked since pilot batch in Import Billing Team.
* Responsible for Decision Making on 14 countries (Tracking, Tracing & Paperwork Investigation on Domestic & International Shipments)
* Responsible for weekly and monthly quality analysis of 3P & COBIS audit file
* Maintaining continuous Interaction with Countries through mails
* Helped in auditing for Import Billing.
* Process training given to the new Employees
* Floor support, getting query resolved from district
* Handling Countries issues and billing support from import billing.

Achievements-

* + Part of best team award for 2013
  + Promoted from associate operation to Senior Administrative Assistant
  + Got appreciation certificate for the dedication & hard work shown in team.

**ORGANIZATION:** Capita India, Pune (AXA Business services (I) Pvt Ltd.before

taken over by Capita India) (19th July, 2006-07th Jan 2009)

**Company Profile**: - AXA is a leading insurance company in UK. In India they have back office for claim settlement.

**Designation**-Specialist

**Responsibilities-**

* Claim settlement of pension plan of AXA, UK.
* To ensure quality & timely service delivery as per Service Level Agreement
* To ensure training & accreditation of new joinee / existing team members.
* To prepare various reports as per SLA/ISO requirements**.**
* To analyse team quality and take preventive and corrective action.
* Liaise with customers on daily basis to stabilize the process
* Being a part of quality checking team ensuring minimum of 98% quality.
* Supported service capability project related to process improvement
* Prepare work flow report.

**Achievements**-

* + Part of “STAR TEAM AWARD” winning team for the year 2006
  + Promoted from associate operation to analyst and then to Specialist.
  + Achieved best member team award for three quarters in 2007

**ORGANIZATION**: - I India Pvt Ltd (A Div of ICICI Bank Ltd) Pune

(18th July 2002 - 25th June 2006)

**Designation**:-Phone Banking Officer

**Responsibilities-**

* **Client Relationship Management**
  + Managing customer centric operations, forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms.
  + Developing relationships with key decision-makers in target organizations for business development.
  + Developing the satisfaction level of customers by rendering services beyond excellence in order to optimize a high percentage of customer satisfaction and retention.
  + Interfacing with the clients for suggesting the most viable services & product range and cultivating relations with them for securing repeat business.
* **Business Development** 
  + Analyzing business potential, conceptualizing & executing strategies to drive sales, augment turnover and achieve desired targets as well as profitability of operations
  + Monitoring competitor activities and devising effective counter measures.
  + Identifying, qualifying and pursuing business opportunities through

market surveys and mapping as per targeted plans as well as through lead generation.

# PROJECTS

* Company’s Name:- **Ltd**, Pune

Topic: - Identification of training needs

* Done 15 days training for **TAL Manufacturing Ltd**, Pune

**Details**- Study was undertaken to know the Human Resource functioning of the company

**EDUCATION**

* **MPM** from Poona Institute of Management Sciences & Entrepreneurship, Pune with first class
* **B.Com** (Banking & Finance) from **Pune University** with first class
* **H.S.C.** (**Phy.,Chem.,& Maths**) from **Pune University** with second class
* **S.S.C.** from Maharashtra Board with first class

**COMPUTERS LITERACY**

**HIGHER DIPLOMA IN SOFTWARE ENGINEERING (H.D.S.E.) from APTECH**

**Operating System : Disc operating System (Dos), Windows New Technology (NT),**

**Windows 2000, Linux**

**Software Database : Microsoft office, Access 2000, SQL Server**

**Programming : Java**

**Web Technology : HTML, FrontPage, JavaScript**

**Advance software : VB 6.0, Core XML, ASP.Net, C#, Com + services in .Net, Adv.Net**

**Programming, Fundamentals of Web Services, OOAD with VML,**

**Software engineering principles**.

**ACHIEVEMENTS / EXTRA CURRICULARS**

* Participated in fashion Show & Dance at AXA.
* Inter School Base ball competition winner
* Participated in Folk Dance in School level

**PERSONAL DETAILS**

* Date of Birth : 25th Dec,1982
* Status : Married
* Religion : Hindu
* Languages known : Hindi, English & Marathi

**First Name of Application CV No:** **1702866**

Whatsapp Mobile: +971504753686

