

RESUME

Shraddha Sunil Ashinkar

Taal A6 502 Agarwarl Chikaldongree Road

Virar west

Mumbai- 401305

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OBJECTIVE

- To work selflessly towards the goals and growth of the organization.
- To initiate new methodologies in practical application of self and make efficient use of available resources in man or money.
- To abide by the instructions given or taken in the best possible ways and be at the origin of the Company's success.

PERSONAL STRENGTH

- ⇒ **Customer Support:** Ensuring maximum customer satisfaction by providing them with service assistance and maintaining quality service norms. Handling of Customer grievance. Interacting with customers for solving their problems.
- ⇒ **Process Management:** Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. Mapping customer's requirements and coordinating in developing, implementing and transitioning processes in line with the guidelines & as specified by the customer. Creating & implementing workflows to facilitate structured support in all areas and issues. Overseeing process improvement initiatives through system changes, process realignment / redefining & efficiency management. Sending reports to the top management & maintaining agreed levels & thereby focusing on maximizing customer experience while optimizing costs.

WORK EXPERIENCE

- **2 year Worked as a Receptionist & Telephone Operator in a Amod Export (15 Jan 2016 to 22 Feb 2018)**
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- **1 Year as a Receptionist & Telephone Operator in a Solanki Fabrics Private Limited (1 Mar 2020 to 15 Mar 2021)**

OTHER QUALIFICATION

- **Basic Computer Knowledge**
- **MS-Office , Internet Surfing**

EDUCATIONAL QUALIFICATIONS:

| Examination | School/ College | Board/ University | Year of Passing |
|--------------------|---|------------------------------|------------------------|
| HSC | Public Jr. College Santacruz (E) Mumbai | Maharashtra Board | 2012 |
| S. S. C | St. Marry's High School Jogeshwari(E) Mumbai | Maharashtra Board | 2010 |

PERSONAL DETAILS

Name : Shraddha Sunil Ashinkar
Nationality : Indian.
Sex : Female.
Date of Birth : 12th Feb, 1993
Marital Status : Married.
Languages known : English, Hindi and Marathi.
Hobbies : Listening to music and dancing.
Personal Traits : Respect, Obedience, Hard work, Sincerity and Punctuality.

DECLARATION

I hereby state that above information about me is true and correct to the best of my knowledge. If given a chance to serve, I will do my best to achieve the goal of the firm.

Date:
Place: Mumbai

Yours Faithfully,
Shraddha Sunil Ashinkar