SONALI SONAR

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**Educational Qualification**

* Bachelors in Computer Application, 2009
* Higher Secondary Certification, 2006
* School secondary certification, 2004

**Technical Skill set**

* **Operating System :** Windows XP, Windows 7 and Windows 10
* **Setup:** Setup & Installation of all Microsoft Operating Systems, Repair, File Systems, Driver Installation.
* **Microsoft Technologies:** MS-Office - Excel 2010, PowerPoint 2010, Outlook 2010

**Work Experience**

**Capita India Pvt. Ltd. (May 2016 - Present)**

*Web Chat – Customer Support*

* Comprehend and articulate a query or complaint raised by the customer and be able to provide an effective and accurate response to it
* To highlight any instances or give an indication where it appears that the customer may not be treated fairly
* To provide customer service to both internal and external customers
* Escalate any problem or risks to the Team Manager in the first instance and report breaches as per the prescribed Framework
* Update the Time Capture Tool periodically and accurately
* Identify, recommend and facilitate the implementation of process improvement initiates / ideas to improve efficiency

**Wipro, Pune (March 2010 – March 2012)**

*Customer Care Associate*

* Calculation of manual quotation for pension policies, alteration of policies etc.
* Training, auditing of cases Insurance policies, renewal, answering queries regarding insurance policies.
* Worked for ZCF Queue i.e. Zero carry forward Queue
* Calculations done on Oracle.
* Experience in training and handling onshore client
* I have also worked as an auditor for six months
* The training skill of mine has been appreciated by the organization and I was among the few trainers who had gone to TCS for training their employees

**Extra-Curricular Activities**

* Represented School in Volley Ball, Cricket and Badminton
* Won medals in Cricket and kabbadi

**Personal Details**

Date of Birth : 25thFebruary 1987

Languages Known : English, Hindi and Marathi

Hobbies : Music, Gardening, Singing, Dancing