

SHRIDHAR GOVIND

A-6, Raghunath Colony,
Near Galta Gate Police Station,
Galta Gate, Jaipur-302003, Raj.

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Career Objective:

To take up a career that provides me with responsibilities commensurate with my skills and experience, thereby helping me add value to the organization, enhance my human and conceptual skills, and move ahead on the learning curve.

Assets:

- Strong determination, self-belief and will power.
- Ability to interact and communicate with others.
- Proactive and positive attitude.
- Flexible to learn new things
- Adaptability to work in demanding and tough situations.

Work Experience:

- Worked in **Srajan Associates (Electrical Consultants) for 1 year & in RBD Publication for 6 months and handled their Administrative , HR and Accounting work**

Nature of Work Done:

- Book writing of clients
- Reconciliation of various bank accounts
- Tax Returns Working
- Preparation of Salary of staff members
- Handled their work related issues
- Facilitating activities for smooth functioning of general office work

- Worked in **Teleperformance under Hilton process as a Customer Service Representative for 15 months**

Nature of Work Done:

- Resolving customer queries and issues efficiently
- Team management
- Auditing customer requests resolved by juniors on sample basis
- Analytical problem solving in case of higher escalations
- Achieving the targets with 100% customer satisfaction
- Completing the given job with total compliance and integrity

- Worked in **Mattsen Kumar LLP under Alpha process as a Performance Specialist for 8 months**

Nature of Work Done:

- Auditing the work of content writers
- Critical analysis of product information
- Team management
- Evaluation of performance of subordinates

- Ensure data accuracy with proper target achievement
- Provide support to management for coordination and development of performance reports

Educational Qualification:

- Graduation in Business Administration (BBA) from **Jaipur National University** with **72% marks**
- Passed XII from NIOS board with **65% marks**
- Passed X from **DLF public School, Delhi (CBSE)** with **8.0 CGPA**

Computer Awareness:

- Basic MS Office (Word, Access, PowerPoint, Excel)
- Well versed with Internet applications.

Certification:

- Certified in Tally ERP 9

Extracurricular Activities/ Achievements:

- Held the post of **Cultural Captain at school level**
- Active participation and **organization of Cultural Programmes and Exhibitions** at school level.
- Got rewarded for being the **top performer in Teleperformance** over many months during the tenure
- Got **promoted within first 3 months in Mattsen Kumar** for achieving top KPI scores
- Earned many **incentives for over-achievement of targets with best accuracy** in both **Teleperformance and Mattsen Kumar**

Personal Details:

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|------------------------|---------------------------------------|
| Father's Name | : Mr. Ramesh Kumar Makharia |
| Mother's Name | : Mrs. Sneha Lata Makharia |
| Nationality | : Indian |
| Gender | : Male |
| Date of Birth | : 24-11-1997 |
| Linguistic Proficiency | : English and Hindi |
| Hobbies | : Travelling, Reading, Playing sports |

References:

1. Mr. S. P Singhal, Partner at Srajan Associates (Electrical consultants)
Mobile No. - +91-9414500012

Date: 26th June, 2020

Place: Jaipur

(Shridhar Govind)

