

PERSONAL DETAILS

NAME Soniyal Nandsen Gaikwad
ADDRESS "A" Wing, Room no 203, Kalpa,
Nisarg Mawli Chowk.
Shirgaon Badlapur (East).
Thane – 421503.
DATE OF BIRTH 30th May 1988.
LANGUAGES KNOWN English, Hindi, & Marathi.
SEX Female.
MARITAL STATUS Unmarried.

CAREER OBJECTIVE

- Seeking an Opportunity to utilize my knowledge and Experience with a Company that offers growth and increasing responsibility.

EDUCATIONAL QUALIFICATION

Degree/Diploma	School/College/University/Certification	Percentage
B.com	College of Commerce	47.46%
HSC	Bhartiya Vidya Mandir jr. College	74.31%
SSC	School	65.37%

PROFESSIONAL EXPERIENCE

Organization: - INNOWAVE Solution.
Client: - GSTD Bhavan.
Designation: - Application support Ex.
Duration: - October, 2018 – Till.

Role & Responsibilities:

- Answer incoming calls of GST Customers in an efficient and professional manner.
- Effectively Deal with angry and upset customers.
- Generate the escalation ticket with customer over the call.
- Transfer customer to appropriate Staff.
- Identify, research and resolve the customer issue using the computer system.
- Resolving Queries and Complaint of Customers.
- Follow-up on customers inquires not immediately resolve.
- Handling the Customer Escalation and Solving the Problems.
- Complete call logs and day end reports.

- Other Duties as assigned.

Organization: - ABC. Pvt Ltd.

Designation: - Receptionist.

Duration: - December, 2016 – 2018.

Role & Responsibilities:

- Handle Reception calls.
- Handle Incoming and Outgoing Couriers.
- Transferring Calls as necessary.
- Greeting all Visitors.
- Making Appointments for bosses.
- Handle and Maintain Stationery.
- Handle Employees Check In/Check Out time.

TECHNICAL SKILLS

- MS-CIT, Basic Excel & Internet Surfing.

PERSONAL STRENGTHS

- Ability to easily get with the Team.
- Working for results with Dedication and Determination.
- Creativity and Willingness to Learn New Concepts.

DECLARATION

- I hereby declare that above mentioned information is correct up to My knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Place:

Signature:

