

## **PERSONAL DETAILS**

**NAME** Soniyal Nandsen Gaikwad  
**ADDRESS** "A" Wing, Room no 203, Kalpa,  
Nisarg Mawli Chowk.  
Shirgaon Badlapur (East).  
Thane - 421503.  
**DATE OF BIRTH** 30<sup>th</sup> 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:

