

SWETA KUMARI

Road No. -02, Krishnapuri

PO and PS - Chutia,

Ranchi- 834001

Jharkhand,

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Career Objective

To secure a challenging position in the corporate sector where I can effectively contribute with my acquired knowledge, thereby contributing towards the organization development.

Academia

Sl. No.	Examination Passed	Board Name	Passing Year
1	Matriculation	JSEB, Ranchi, Jharkhand	2003
2	AISSCE	CBSE, Delhi	2005
3	Graduation in B.Com (Honours)	Ranchi University, Ranchi	2008

Computer Literacy

- ✓ Diploma In Computer Application
- ✓ Knowledge of – MS Word, MS Excel, MS Power Point, Internet Browsing etc.

Working Experience

- ✓ Presently Working as MTO on **Unique Identification Authority of India** Project (UIDAI).
(July 2012 to Jan 2024)
- ✓ Worked as an Executive operation in **IBM DAKSH BUSINESS PROCESS SERVICES PVT. LTD.**
(June 2008 to June 2011)
- ✓ Internal Role Title Stands as CCE KOL Nitro BTC Prepaid India.

Honours and Achievements

- ✓ Nominated as **Super Talented Achiever Award** for the Quarter Ending Q4-2010 by the IBM.
- ✓ Rewarded as a **Super Talented Achiever Award** for Quarter Q1-2011 by the IBM.
- ✓ Received Appreciation Mails from Customers.
- ✓ Nominated as the **Soft Skill Champ** by the IBM on 1st March 2011.

Projects Details

- **Company Profile: Unique Identification Authority of India (UIDAI)** – It is an agency of the Government of India responsible for implementing the **Aadhaar** scheme, a unique identification project. The UIDAI is part of the Nitti Ayogya.

Designation – Multi Tasking Operator (MTO) (Year August 2017-Jan 2024) /Quality Check Operator (Year 2012-2017)

Project – Digitalization of Aadhaar Documents

- Job Profile:
 - Set up a cell to closely monitor and support field level enrolment activity (0-5 year's children).
 - Reviews the MIS from field officers and issues instructions from time to time for speedy coverage.
 - Reviews weekly progress of enrolment through CDPOs, ADPOs, DPOs and ensure 100% coverage of children in the district.
 - Gives instruction to Enrolment agency, Anganwadi or Home In charge, District level officers for complete the enrolment of children residing inside Anganwadi centres, Home under control of department and the children residing in the village (outside Anganwadi centres).
 - Provides contact details of enrolment agencies to all the officials concerned.
 - Ensure periodic reporting of district progress to Directorate.
 - Quality check of Physical & Digital Samples in DMS.
 - Monitoring & maintaining the records on Daily basis.
 - Provides the job to other team members on daily basis.
 - Getting report from others team member & compiling & share with the immediate concern on daily basis.
 - Daily Report share with the concern customer (HP) & Regional Offices.
 - Maintain the records on Daily/Weekly/Monthly basis & also Maintain SLA.
 - Also Maintain Reports like (Inventory-In/Out & Accumulation of Backlog)
 - Working on Portal of Aadhaar DMS.
 - Worked on **Customer Relationship Management (CRM portal) of Aadhar.**
 - Worked on grievance redressal channels in UIDAI via Phone, Email, Chat, Letter/Post, Web Portal, Walk in and social media for public grievance redressal.
 - Done all official correspondence done through eMail.
 - As per direction of DDG/ADG VVIP/VIP cases resolved with the help of tech support.
- **Company Profile: IBM DAKSH BUSINESS PROCESS SERVICES PVT. LTD.** – It operates as a business process outsourcing company. It offers range of in-bound and out-bound outsourced voice-based services, and back office transaction processing services, provides solutions in customer relationship management, finance and administration,
- Job Profile:
 - Taking escalation matrix calls and gives quick, reliable decision.
 - Ability to understand the client's requirements.
 - Reporting team reports to Assistant Manager.
 - Providing soft skills training to the employees.

Extra Activities

- ✓ Participated in Hindi PAKHWADA which has organised by UIDAI, RO.
- ✓ Ability to provide direction to staff and ensure resolution of Problems.
- ✓ Ability to make quick, reliable decisions and taking escalation matrix calls.
- ✓ Positive attitude and excellent interpersonal skills.
- ✓ Demonstrated ability to maintain good manners and efficiency in routine professional relationships

Personal Dossier

Date of Birth : 22 February 1988
Father's Name : Sri Mani Mohan Prasad
Sex : Female
Nationality : Indian
Marital Status : Single
Languages Known : Hindi, English
References : Furnished upon Request

Declaration:

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Date: -

Place: -

Signature