

Mis. Amruta Diliprao More

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Objective

To seek a career in an organization where I can update myself with the new & latest development in the field of finance with my team & colleagues. My desire is to utilize my abilities and skills to the fullest, giving maximum benefit to the organization and myself. Detailed oriented with strong work ethic, problem-solving, communication, interpersonal and teamwork skills.

Work Experience:

Experience

Company - Karvy Digiconnect Pvt Lmt.

During - Jun 2018 - Mar 2020

Location - Pune , Maharashtra

Designation - Customer Executive , Email Desk_ From Nov 2018.

Company - Tech Mahindra Pvt Lmt.

During - July 2020 - till date

Location - Pune , Maharashtra

Designation - Customer Executive , Email Desk_ From Nov 2021.

Accountabilities:

Operations

- Successful in achieving all the assigned KPI's for all the months.
- Coordinating with Client for any update.
- Handling Email Desk of Syska Process.
- Giving replies to the customer's Emails.

Highlights:

- Experience of handling 5 Email desk of Syska company. Handling the client escalations , co- ordination with clients for training, Call auditing.

- Perform basic troubleshooting procedures for clients and accurately follow complex escalation procedures to ensure prompt resolutions for all incoming requests.
- Process emails returned from client email marketing campaigns and follow-up in compliance with legal regulation and corporate policies.
- Expertise in email best practices.
- Maintained accurate records of deliveries. Met schedules for the collection and return of mail.
- Handling undeliverable mail in accordance with the established procedures.
- Train New Joiner about process & bussiness & raise access them.

Education

M.COM from Rajshree Shahu College , Latur.

Bachelor of Commerce 1st class, Nanded University, Latur.

XII from Maharashtra State Board of Secondary and Higher Secondar Education, Latur.

X from Maharashtra State Board of Secondary and Higher Secondary Education, Latur.

Certification

- Successfully completed MS-CIT
- Successfully completed Tally 7.2

Place:

Date:

Signature
Amruta More