

ASHWINI TAMHANKAR

Profile

I am an experienced employee currently looking for a better prospects. I would like to utilize my skills and experience towards more upcoming opportunities. I am Hardworking, believe in teamwork, Punctuality, Good Communication Skills, Self-Motivated.

Experience

IMMIGRATION OFFICER

Immigration New-Zealand, Mumbai | 2019 - 2021

- Scrutinize and process visa applications for non-immigrant applicants from the Asian market.
- Conducted in-depth interviews with applicants.
- Following the established processes for visa application processing in line with Standard Operating Procedure with ease, in a highly dynamic work environment.
- Liaising with customers and stakeholders to obtain and provide further information to support a visa application.
- Identified potential risks, concerns and frauds with applications and ensured timely escalation to the relevant authorities.
- Maintaining communication with customers through answering general queries using a variety of channels.
- Adhered to the principals of fairness and justice in line with the Immigration laws and procedures.

DEPUTY MANAGER

VFS Global Services Pvt Ltd, Mumbai | 2012 - 2018

- Document scrutiny and collection of applications for visa processing.
- Handle customer/applicant queries personally or via email, telephone.
- Ensuring all administration & logistics of passport delivery to consulate / applicant /logistics company etc.
- Handle cash and bank related transactions if assigned.
- Provide assistance to staff when needed and handle applicant/customer escalations.
- Record & maintain all application data. Ensure accurate & timely data entry into the system with zero errors.
- Maintain up to date information on visa regulations and fees.
- Error Monitoring – To assist manager monitor and reduce the number of errors daily, maintaining Error Log.
- Updates Productivity & VAS Conversion Grid – Assists OM to track performance on a daily/ weekly/monthly basis etc.

Personal information

👤 Ashwini Tamhankar
📅 01/09/1988
♀ Female
🏠 Flat no 15,Bldg no 11,4th Floor, Samarth Nagar, Near Chunabhatti railway station, Chunabhatti Mumbai 400022.
🇮🇳 Indian
👤 Married
☎ 7666353334
✉ ashwinikh01@gmail.com

Interests

- ⚡ Music
- ⚡ Travelling

Skills

Languages

English
Gujarati
Marathi
Hindi



Basic Computer Skills

MS Office. Word,
Excel, Outlook,
Powerpoint.
Mail. Mail merge,
filters, folders, rules.



SUPERVISOR

Khanna & Hariraj (Reliance GSM), Mumbai | 2008 - 2012

- Administrative support for all data entry on daily basis with MS Excel.
- Stock maintenance and record keeping.
- Preparing reports.

SUPERVISOR

Insta Enterprises, Mumbai | 2006 - 2008

- Exchange of foreign currency to Indian Currency,
- Taking updates from banks of current buying and selling rate.
- Maintaining daily accounts and petty cash, preparing daily and monthly reports,
- Closing day to day account.

Education

TYBA-ARTS

Eastern Institute for Integrated Learning in Management
(EILM University), Mumbai | 2014

SYJC-ARTS

Eastern Institute for Integrated Learning in Management
(EILM University), Mumbai | 2013

FYJC-ARTS

Eastern Institute for Integrated Learning in Management
(EILM University), Mumbai | 2012

S.S.S / H.S.C

DELHI BOARD, Mumbai | 2006-2008