

RESUME

BHAGYASHRI KAILAS BOTHE

Personal Information :

Date of birth : 2nd August 1995

Gender : Female

Contact No : 8421674138/9822540712

Email : bhagyashribothe@gmail.com

Address : Sr.no.48/3,Lane no.16,Ganeshnagar,Wadgaonsheri,Pune-411014.

Hobbies : Drawing, Listening music

Summary :

Post Graduate with 1 year 9 months of experience working as Customer Service Associate.

Educational Qualifications :

Course	Board/University	Year of Passing	Result
MA (English)	Nowrosjee Wadia College	2019	CGPA – 7.500 Grade - A
BSc (Zoology)	Nowrosjee Wadia College	2017	70%
H.S.C	Nowrosjee Wadia College	2014	60.08%
S.S.C	St.Francis De Sales High School	2011	86.73%

Skills :

- Communication
- Customer service
- MS-CIT with basic internet knowledge, MS Word, MS Excel, Outlook

Experience :

Customer Service Associate

1) At Teleperformance (Dec 2019 - Mar 2021)

- Worked as Role of Relationship Manager for life insurance company
- Worked for Voice(Inbound & Outbound) as well for email process
- Achieved Top Performer Award for the year 2020 by Teleperformance

2) At TechMahindra (June 2021 – till date)

- Working as customer service associate for telecommunication company
- Working for blended process (Voice and email)

Date :

Your Faithfully

Place :

(Bhagyashri Kailas Bothe)