

## SUGANDHA RESUME

**Contact No** : 9769493729 / 9930229432 ~ **Email Id** : [sugandhas222@gmail.com](mailto:sugandhas222@gmail.com)

### PERSONAL DETAILS:

- ❖ FULL NAME : SUGANDHA PRAKASH SHELAR
- ❖ FATHER NAME : PRAKASH YASHWANT SHELAR
- ❖ DATE OF BIRTH : 15/05/1981
- ❖ ADDRESS : SANGAM NAGAR OPP SAI BABA  
TEMPLE SHIV KRUPA RATIONING  
SHOP SALT PEN ROAD ANTOP HILL  
WADALA (E) MUMABI – 400037
  
- ❖ GENDER : FEMALE
- ❖ CAST : HINDU
- ❖ MATARIAL STATUS : UNMARRIED
- ❖ LANGUAGE KNOWN : ENGLISH , HINDI , MARATHI

**CAREER OBJECTIVE:** To be involved in work where I can utilize my skills and creativity involved with system that effectively contributes to the growth of the organization.

**EDUCATIONAL QUALIFICATION:-** Preparing For T .Y. B . Com From Y.C.M Open University Nasik.

### **CURRENTLY STUDYING & SKILLS IN :-**

1. MS OFFICE i.e Speciality in Microsoft ADVANCE EXCEL SHEET
2. Basic Knowledge in Computers
3. Skills In Tailoring & Hand Work Embroidery

### **CURRENTLY WORKING IN :-**

- ❖ **CEAT TIRES COMPANY** : Claim Registration & Feedback Calling From Customer & Dealer And Their Satisfaction With Our Company And Note Their Review

## **WORK HISTORY :**

- 1. Worked for 3 years for PASTING DEPARTMENT as INCHARGE in “ S.E.C. Day School “ at AntopHill (Mumbai )**
- 2. I had 2 Years Experienced in SERCO BPO in 1 years 5 months in which I was doing job in Inbound Process where we have to atend all HUL Consumer and following there Complaint and Query.**
- 3. 5 months in Blue Star Process (Outbound Calling ) Consumer Satsfacton Department**
- 4. McDonald's M&R (Maintenance and Repairs Department):  
The Compaint Log Process Of Any Of The Store. As Any Of The Equipment Is Damaged So The Compaint Log Procedure Is Done Through The Email And Forward To The Specific Vendor For The Clarification Of The Problem.**
- 5. As a ICICI BANK RIBG (Rular Investment Banking Group) : Work With a Costomer Laon Remider Calling**

## **EXTRA CURRICULAR ACTIVITES**

- 1. Good decision making skills and effective team player in teamwork.**
- 2. Ability to rapidly build relationship and set up trust.**
- 3. Confident and Determined.**
- 4. Punctual and Hardworking .**