

Sugandha Shelar

Age: 42

Disability: Poliomyelitis



Sugandha was born into a low economic background family, faced numerous challenges from an early age. Living with the effects of polio, she encountered physical limitations. She finished her studies till 7th grade from SEC Day school, Mumbai. After a gap of couple of years, she pushed herself to complete her education. She pursued her education with utmost dedication from an open university and got a degree in Commerce.

She was a part of the pasting department at SEC school where she herself learned to make candles, diyas, table cloth, embroidery, wall piece and other handicraft articles. She continued working in the SEC ex-department for complete 3 years where she was encouraged to look for a job in the corporate world, as she aspired to achieve more, and create a better life for herself and her family.

Sugandha's journey from a girl with polio in a low-economic neighbourhood to a successful professional in a call centre is a triumph of the human spirit. She pushed the boundaries of her physical limitations and ceilings of societal expectations.

With determination, hard work, and an unwavering will to succeed she overcame obstacles.

Work Experiences:

10 years work experience in the following company's call center:

- ICICI Bank – service care
- Hindustan Unilever – Voice process
- Blue star – Feedback calling
- McDonald – M&R
- CEAT Tyre – Customer care

Achievements

- Awarded as Break Adherence at BlueStar (2015)
- Awarded 4 times in a year for Best Agent M&R Desk at McDonald's (2016)
- Awarded for being best Agent & Shift Adherence at Mcd (2017)
- Recognised as Best Agent, M&R Desk at McDonald's (2018)
- Awarded thrice as Best Associate M&R in McDonald's (2019)
- Awarded for 100% Attendance

Besides this, in March 2023 she took training at the I&IP Vocational center and started making incense sticks from her home.

Presently she works as a call center representative as well as running small side business of selling a variety of incense sticks to her neighbourhood and office colleagues. Sometimes she takes order in bulk from her work place during festive seasons.

