

CURRICULUM VITAE

RASHMI SANTOSH PAWAR

E-mail: pawarrashmi269@gmail.com

Mobile No: +91 7249335881

Objective: Seeking a role in a voice process where I can utilize my communication skills to provide exceptional customer service, resolve inquiries efficiently, and contribute to the success of the team and organization.

Educational Qualifications:

2024: Completed B.A 2nd year and pursuing B.A 3rd year from Pune University.

2021: H.S.C DBJ College, Chiplun with 72.00%

2019: SSC from Paranjape Motiwale High school, with 51.00%

Experience:

1. 08/11/2023 to current.
7months completed in Suma Soft Pvt. Ltd, Pune as a Customer Executive.
 2. 07/08/2022 to 05/09/2023 one year completed in Altruist Pvt.Ltd, Pune.
-

Role and Responsibilities:

- Responding promptly to customer inquiries via both voice and chat channels.
 - Providing accurate information of product and resolve their queries.
 - Handling multiple chats or calls simultaneously while maintaining quality.
 - Escalating complex issues to appropriate departments or supervisors.
 - Collaborating with team members to achieve team goals and objectives.
-

Skills:

Excellent communication, MS- office, power point, excel, word, outlook, Website.

Personal Profile:

Name: Rashmi Santosh Pawar.

Father's Name: Santosh Maruti Pawar.

Date of Birth: 21/11/2003

Gender: Female

Present address: Supriya building near shivdatt dairy, Pune-411040

Permanent address: Misba Apartment Markhandi Chiplun- 415605

Known language: Marathi, Hindi, English.

Hobbies & Interests: Dancing & listening songs, travelling.

Declaration:

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place : Pune

RASHMI S PAWAR.