

Bhagyashree Jadhav

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EXL Services (I) Private Limited, (June 2022 – To June 2024)

Executive

Project: New Business Enrolment

- Domain: Utility Process
- Utility Process is a based UK client.
- Working in Debt calculation, Account creation and closing, final statement, Bill Account per month, etc.
- Work using Sales Force, Gentrack, Boost Portal, BOL, ECOES, XOSERVE, etc.
- Notified quality assurance personnel of production flaws suggesting improvements.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

Meridian Clothing Co. Pvt. Ltd: (April 2019- March 2020) Front Desk Executive

- Greet and welcome guests
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages, e-mails etc sorting & distributing them
- Monitor office supplies and place orders when necessary
- Take up other duties as assigned (travel arrangements, keeping record of MD's appointments, meetings, & hotel booking etc.)
- Arranging the pickup for export shipment sample, co-coordinating for the same with desired couriers & preparing required document as necessary.
- Preparing documentation for import shipment samples. (KYC etc.)
- Recruitment: sorting CV' s from different portals & short listing the candidate with the help of desired Head of the departments.
- Coordinating with candidates and scheduling inter views.
- Welcoming new employees & conducting initial orientation.
- Keeping records of leaves.
- Maintain up-to-date employee holiday list
- Preparing monthly attendance.
- Taking care of Festival Celebrations & Monthly Birthday Celebrations

KROMA ADVISORS & TRADING LLP. – Nov 2018 – March 2019 – Secretary

- Preparation of contracts for export on segments to various countries.
- Maintaining various backup data of various commercial transactions like shipment data, quantity exported, data relating to pricing, etc.
- Handling correspondence including follow (thru email) pertaining to shipments, Obtaining confirmation, etc.
- Ticket booking for domestic and international travels
- Handling of Petty Cash for Office Expenses

CHARAK PHARMA PVT.LTD. – Nov 2011 to Feb 2016 - (Office Executive)

- Sent Outward couriers by respective courier service.
- Maintain Record of out-ward Couriers in excel sheet.
- Maintain Record of Inward Couriers in Register.

- Follow up all out-ward couriers.
- Answering all emails of courier enquires
- Handling reception area when required
- Maintain all stationary record.

OASIS TECHNOLOGIES PVT. LTD. Aug 2010 to March 2011 - (Course Counselor)

- Understand the student requirement and expectation and help them in admission process.
- Follow up with student via email sand phone calls.
- Handle Walk-In Inquiries, Telephonic / Email Inquiries.
- Follow up of previous Inquiries.
- Admission E-mail on daily basis, Resolve student Issues if any.
- Placement Activities to be coordinated with the students
- Batch Execution coordination for then extra with Faculty.
- Put the necessary detail on the Notice Board.
- Coordinating with the housekeeping control department towards making the class rooms and conference room clean as per student and guest lectures and the amenities placed by them.

AMEYA WORLDWIDE INTERNATIONAL SERVICES PVT. LTD.

Dec 2009 - May 2010 – FOE (Front Office Executive)

- Welcome visitors by greeting them.
- Answering and forwarding phone calls
- Arranging couriers.
- Keeping the reception area tidy and looking after the housekeeping areas.

RELIANCE WEB WORLD– April 2007 to Jan 2009 - (Front Service Desk)

- Handle walking customer about them issues & queries.
- Doubt clearance and giving satisfied polite service.
- Escalating the issue to the concern senior department and getting the resolution.
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QUALIFICATION:

- BA 2006 Nagpur University
- HSC 2003 MH State Board
- SSC 2000 MH State Board

Personal Details:

Marital Status : Married
 Date of Birth : Nov 27,1984
 Language Known : Marathi, Hindi & English