

CURRICULUM VITAE

SONALI PANKAJ RATHOD

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E-mail: sonalirathod1121@gmail.com

CAREER OBJECTIVE

To work on a challenging job profile which provides an opportunity to enhance my technical skills and knowledge, this could provide me an insight into new aspects so that it would be helpful for my career.

EDUCATIONAL QUALIFICATION

COURSE	NAME OF INSTITUTE	UNIVERSITY / BOARD	YEAR
SSC	FELLOWSHIP SCHOOL, GRANT ROAD	MAHARASHTRA STATE BOARD	2015
HSC	BHAUSAHEB HIRE COLLEGE, TARDEO	MAHARASHTRA STATE BOARD	2017
BACHELOR'S IN COMMERCE (BANKING & INSURANCE)	LALA LAJPATRAI COLLEGE	UNIVERSITY OF MUMBAI	2020

COMPUTING SKILLS

MSCIT

MS Office, Internet etc.

Software (Cwiss, Uniware, Browntape & Gineyes)

PROFESSIONAL EXPERIENCE

Working at PROBUS INSURANCE BROKER PVT. LTD. as a BACKOFFICE EXECUTIVE

(Since March 2022)

- Handle customer queries and requests and complaints received via the call / email.
- Interdepartmental follow up and coordination for Customer Request Handling.
- Meet the target set by the reporting supervisor.
- Adhere TATs to resolve requests.
- Handle the queries raised by customer and internal team.
- Inbound calls, email, chat & web based service request from customers.
- Active listening skills to be used to diffuse a potentially tense customer situation.

- SME Quotation like, Fire & Burglary, GMC, GPA, CPM and etc.,
- Coordinate with RM, POSP & Co.

Worked at SELECTION CENTRE SPORTS P. LTD/ BROOKS RUNNING INDIA as a BACKOFFICE EXECUTIVE

(February 2021 - February 2021)

- To run marketplace operations for various marketplace like Amazon, Flipkart, Tata Cliq, etc.
- Individuals should have operational know-how hence minimizing out of stock situations by timely inventory planning, ensuring product availability, reducing and managing returns in coordination with our warehouse.
- Make a weekly report of sales.
- Update in software payments Adjustments.

Worked at NEW INDIA ASSURANCE CO. LTD as a BACKOFFICE EXECUTIVE

(May 2019 - January 2021)

- Handling Emails of discounts and calls.
- Done Various Endorsements like Name Transfer, NCB (No Claim Bonus), IDV and etc.
- Breaking Approvals (Inspections)
- Handling MACT Claims (Documentation)
- APD (Advance Payment Updation) Payments of policies

LANGUAGES KNOWN

Language Known : Gujarati, English, Marathi and Hindi.

PERSONAL PROFILE

Full Name : Sonali Pankaj Rathod

Father's Name : Pankaj Rathod

Date of Birth : 11th May 1999

Gender : Female

Marital Status : Single

Nationality : Indian

Permanent Address : 164/164, Jivanji Mistry Building, Room No. 06,
Ground Floor, 10th Khetwadi Back Road,
Grant Road, Mumbai, Maharashtra, India
Pin code – 400004.

Contact No. : +91 7021628924

Mother's Tongue : Gujarati

DECLARATION

I promise you that the above given information is correct to my knowledge, I promise you that if given opportunity in your esteemed organization. I will perform the best of my outcome keeping in view the organizational goals and objectives in prescribed time.

Thanking You,

Yours Sincerely,

Sonali Pankaj Rathod

Date: -

Place: - Mumbai, India