**Resume**

**Namrata Dasharath Raul**

**Career Objective:**

“Seeking a high end challenging position with an opportunity for professional career growth.

**Education Qualification :**

* Graduate in the Year of 2014 from Mumbai University

**Computing Skills:**

* *Basic in Computer( MSC-IT,MS-Office)*

**Experience:**

* **Currently Working as a Center Administrator at Mahesh tutorials Pvt ltd.(Since 14th March – Till Date)**
* **Roles and Responsibility**

1. Ensure smooth management of direct parents/Telephonic inquiry.
2. Managing Timetable of students and faculties.
3. Center Operations MIS and Data Management.
4. Ensuring smooth working Relationship between Teachers ,Students and Parents.
5. Ensure the Office Administration viz. Housekeeping, Maintenance, Bills Payment, Petty Cash, Record Keeping etc. Properly maintained.
6. Taking follow ups regarding bounced cheque.
7. Marked down attendance in system.
8. Prepared Paper code for JEE and NEET Exam for 11th std and 12th std Students.

* **One Year and 6 months of experience as a CAG – Consultant at FINO Payments Bank.(7 Feb 2017 – 1st August 2018)**
* **Roles and Responsibility**

1. Booked appointments of FOS with Customer for KYC(Know your Customer) Verification.
2. Co – Ordinate with FOS(Feet on street) Agent regarding KYC Status of individual Customer.
3. Resolved customer query.

* **Two Years of experience as a SME(Subject Matter Expert) at One Point One Pvt. Ltd.( 15th Oct 2015 – 10th Jan 2017)**
* **Roles And Responsibility**

1. Trained new Agent about the product and System navigation.
2. Handled Escalation.
3. Informed Customer about product Terms and Condition.

**Personal Profile:**

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| Name | Namrata Dasharath Raul |
| **Email Id** | [namrataraul.5@gmail.com](mailto:namrataraul.5@gmail.com) |
| Date of Birth | 5/10/1993 |
| Gender | Female |
| Marital Status | Single |
| Nationality | Indian |
| Address | Godavari apt, Flat no : 102, Plot no : D/10, sector no : 29, Agroli Village, C.B.D, Belapur, Navi Mumbai. |
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