

CURRICULUM VITAE

Supriya Narayan Poojary

408/"C" Wing, Amidhara Shopping Centre "A"
Near Cross Garden
Bhayander (West) – 401101
Dist. – Thane, Maharashtra
Mobile: 7738474277
E – mail: supriyapoojary17@gmail.com

Career Objectives:

To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

Education Qualification:

Qualification	College/Institute	Board/University	Year	Marks/Percentage
M.com (Banking and Finance)	K.P.B. Hinduja College of Commerce, Charni Road	Mumbai University	2020	Pursuing -Final year (Sem 4 th) exam is pending due to Covid-19.
Bachelor of Banking and Insurance (BBI)	M.P.V. Valia College of Commerce	Mumbai University	2017	CPGA: 5.40
HSC	S. N. College, Bhayander	Maharashtra	2014	64.77%
SSC	Carmelite Convent English School	Maharashtra	2012	70%

Professional Work Experience:

➤ **Company name: Kotak Securities Ltd. (Mumbai)**

Designation: Assistant Manager

Job profile: Customer Service Executive role (Email Non-voice process)

Experience: 21st July 2017 to till date.

Job Profile details:

- Complain handling and issue resolution.
- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
- Provides all Back-office support tasks like sending and receiving mails.
- Follow-up and track on customer enquiries.
- Handling Walk-in customers.
- Worked in NRI desk, write back team for handling escalated customers.

- Managing service operation for rendering and achieving quality services, providing first line customer support by answering queries & resolution issues and ensuring minimum TAT.
- Handling various type of queries received via email, co-ordinate internally and with other departments for a resolutions and providing the customer with a correct resolution to avoid escalations.

➤ **3 Months internship in Angel Broking Pvt. Ltd. (Mumbai)**

Computer Skills:

Conversant with MS office (Word, PowerPoint, Excel, Outlook) and Internet and E-mail operations.

Personal skills:

- Willingness to learn new things.
- Sincere, Hardworking and Dynamic.
- Ability to work under pressure.
- Good time management skills.
- Controlled Aggressiveness.
- Adaptive to change and ability to multi-task.

Personal Profile:

Name: Supriya Poojary

DOB: 17/02/1997

Gender: Female

Marital Status: Single

Languages Known: Hindi, English, Tulu, Marathi

Nationality: Indian

Hobbies: Listening music, Painting, Chess.

Declaration:

I hereby declare that above information is correct to the best of my knowledge and belief.

Date:

Place:

Signature
(Supriya Poojary)