

RESUME

Aditi Agarwal

vishal vihar saharanpur,Uttar Pradesh, India

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Career Objective

Intend to work with committed & dedicated people to explore fully, realize my potential and willing to work as Key player in challenging & creative environment

Scholastic Record

Year	Degree	Institute	Percentage
2017	MBA (HR and Finance)	Rajshree Institute Of Management & Technology, Bareilly	67.70 %
2015	B. Com	Bareilly college, Bareilly	59.70 %
2012	12 th (CBSE)	Radhav Madhav Public School, Bareilly	58.80 %
2010	10 th (ICSE)	Girish Prasad Memorial school, Bareilly	50 %

Position of Responsibility

Concentrix)	Customer advisor II	Oct 2017	Present
Roles & Responsibility	<ul style="list-style-type: none">• Team handling.• Call handling.• Daily provided agent report.• Ensure productivity in process and provide all the reports to client on time.• Effective in providing customer service by providing resolution to their complicated queries& issues.		
Achievements	<ul style="list-style-type: none">• Employee of the month• Employee of the month	Dec, 2017	April,2018

PEC LTD	Summer project titled Cooperative Financial Performance Analysis of PEC Ltd.	2016
Shree Enterprises	Winter intern	2016

Interpersonal skills

- ❖ Communication skills
- ❖ Problem assessment and analysis
- ❖ Decision-making
- ❖ Delegation
- ❖ Teamwork
- ❖ Conflict management

Technical skills

- ❖ Package : MS Office, PowerPoint, Libre office
- ❖ Operating system : Window XP, 7, 8, 8.1
- ❖ Internet : Basic Fundamental & Surfing

Awards and Achievements

Academic	<ul style="list-style-type: none">• Scholarship award from Rajshree group of colleges worth Rs.12,000 per year.	2017
Extra-Curricular	<ul style="list-style-type: none">• Active member in trekking society	2017
	<ul style="list-style-type: none">• Winner-the annual sports event Zest in Badminton category at Rajshree Institute of Management & Technology, Bareilly.	2017
	<ul style="list-style-type: none">• Participated in a Blood Donation Camp Organized by Indian Red Cross society.	2018
	<ul style="list-style-type: none">• Dancing, story writing & Carrom.	

Personal Dossier

Father's Name Anil Kumar Agarwal
Date of Birth 20th July 1994
Marital Status Single
Languages Known English, Hindi
Hobbies Travelling, Reading ,Badminton
Religion Hindu
Address Saharanpur

Declaration

I hereby declare that all the information given above is true to the best of my knowledge.

Thank You

Aditi Agarwal