

CURRICULAM VITAE

SWATISHREE NANDA

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PHONE NO – 8249841955

CAREER OBJECTIVE

To leverage my experience in finance, management, and customer service to contribute to an organization's success. I seek a role that offers opportunities for professional growth, job satisfaction, and the ability to add value through my knowledge and skills in finance, data management, and customer relations.

EDUCATIONAL QUALIFICATION

- +3 ARTS From Utkal university In Year 2017
- +2 ARTS from Nayagarh autonomous collage In Year 2014
- 10th From SBHS In Year 2012

WORK EXPERIENCE (42+ Months)

Advisor, Videocon DTH (12+ Months)

- Utilized software tools such as Accops and WDE to manage customer interactions and resolve issues.
- Coordinated with Customer Care Executives to address and resolve unresolved issues, including software upgrades, payment, and billing.

Customer Care Executive (CCE), IIFL (6+ Months)

- Handled gold loan transactions, including lead login and gold appraisal.
- Conducted accurate tallying of gold loans to ensure precision in records.

Direct Sales Agent, Ruloans (24+ Months)

- Responsible for system-related tasks, including lead login and data entry.
- Managed and processed leads to ensure efficient sales operations.

SKILLS

- **Customer Issue Resolution:** Served as the escalation point for unresolved customer care issues, specifically handling software upgrades, payment discrepancies, and billing inquiries.

- **Collaboration:** Worked closely with customer care teams to ensure timely resolution of technical and billing issues.
- **Team player:** Effective team member with strong communication skills, facilitating smooth coordination across departments.
- **Time Management & Multitasking:** Successfully managed multiple tasks simultaneously, ensuring deadlines were consistently met.

STRENGTHS

- Problem solving
- Self-motivated
- positive mindset
- Work in team

HOBBIES

- Travelling
- Cooking
- Volunteering

PERSONAL INFORMATION

Name	:	SWATISHREE NANDA
Father Name	:	H.K NANDA
Mother Name	:	AMITA NANDA
Present Address	:	PLOT NO 114/8 Navin niwas square ,Bhubaneswar PIN –751020
Date Of Birth	:	15/01/1997
Gender	:	Female
Marital Status	:	Unmarried
Language Known	:	Odia , Hindi, and English

DECLARATION

I do here by declare that all the information given above is true to the best of my knowledge and belief.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

