**SHREYA GHANATHAY** [ghanathayshreya@gmail.com](mailto:ghanathayshreya@gmail.com)

Ph: 7207887183

***Career Objective***

To associate with an organization, this gives adequate Opportunities to display my knowledge and professional Skills in the chosen profession through continuous learning and development.

***Academic Qualification:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination** | **Discipline/**  **Specialization** | **School/College** | **Board/**  **University** | **Year** |
| Post-graduation | MBA(Finance &HR) | C.S.I  college | Osmania University | 2017 |
| Graduation | B.com(computers) | Kasturba college for women’s | Osmania    University | 2015 |
| Intermediate | M.E.C | Chaitanya junior college | Board of Intermediate Education | 2012 |
| 10th | S.S.C | St. Anthony’s girls high school | Board of Secondary Education | 2010 |

**Work Experience:**

Total work experience of 6.5+ years of experience

**Skill Lync:**

**Roles and responsibilities**

It an EdTech company. I was working for international department (across the globe). We used to sell advance engineering programmes which includes (Mechanical, computer science, civil, electrical, electronics, med tech). And once the client completes the certification with us we used to help them getting interviewed with top notch companies.

Basically, we acted as a career consultant and helped the customers get recruited by the companies

I was working as a Senior sales executive and got promoted as a team leader after 3 months. I have over achieved my sales targets in the month of June by 135% and in the month of July by 120%, and my teams target was being over achieved in the month of September by 120% and in December by 105%.

As a team leads, my roles and responsibilities were to take the closure calls of my team, attendance, monitoring calls, evaluating sales team performance and conducting trainings for someone who was unable to achieve the sale target, providing improvements and corrective measures in terms of numbers and inter personal skills

Work experience (May 2022) currently working

**GUS:**

Senior student recruiter/counsellor

Work period -January 2020 – April 2022

**Roles and responsibilities**:

I was working as a Admission councillor position. It was into sales

Guided undergraduate and post graduate students through enrolment procedure.

Achieved my sales targets every month and got 46 sales for an year and over achieved my yearly target by 200%.

Got promoted as an acting team leader and contributed in Managing and Training new advisors about the process and inside sales.

**HSBC:**

   Collections Representative

   Work period – From April 2018- November-2019

Roles and Responsibilities:

Working as collector and financial advisor and offering professional and thorough collection services to the customers

 Outbound and inbound calling to secure payment for overdue bills.

Arranging for repayment schedule depending of customers financial situation and providing required help. Negotiating with customer and offering them opportunity to pay off the high past due accounts.

**Synchrony:**

Work period - November 14th 2016 to February 16th 2018

Customer service representative for banking process.

Clients included Amazon and PayPal.

**Roles & Responsibilities:**

* Nurturing and building up the relationship with the customer.
* Helping new employees to know the process and giving them new updates.
* Worked on handling dispute, selling insurance, waiving of late payment fees, lost and stolen report, name change on account, adding authorization.
* Communicating customer for Sending PIN, APR decreasing, credit limit increase/decrease, adding information, removing hold, removing postal service, accounts closures, updating customers on Promotional offers, Following up on payment, confirming payment.

**ADP:**

Work Period –Sept 2015 to Aug 2016.

Process Associate with Taxation (Field Services)

**Roles & Responsibilities:**

* Providing the 1st level of Tax services for ADP clients and configuring Tax Portal for clients. Calls includes ID verification call, ROA (Record of accounts) RAA (Record of account authority), Rate calls, amendment call exception calls.
* Main task pulling copies and records of tax filing reports as per monthly, quarterly, and           annually as per the request providing by the client. Copies includes Federal, State, Local      Exception, Amended returns and invoice copies.
* Other task PPTPC (Stop payment) EE Reset, MP30, Z holds.
* Collaborating with on-site team for knowledge sharing and brainstorming sessions.
* Received 2 MY MOMENT awards from the client for service excellence in providing the copies
* Received 5 star award for world class service provided to the client.

***Core Competencies***

***Technical Skills***

* Proficient in M.S Excel, well-versed with other Microsoft Office products such as Word,

PowerPoint and Outlook.

* Familiar with Tally
* C Language

***Certificate Courses***

* 2D animations
* Law  aptitude
* MS office

***Personal Skills***

* Exceptional attention to detail.
* Self-starter with strong analytical, organizational and problem solving skills.
* Strong listening, verbal and written communication skills.
* Strong aptitude to learn new technologies.

***Awards and Achievement:***

* Personality development certificate for the year 2012-13
* Received Law aptitude certificate 2012.
* Worked on Project on Employability advantage certificate for the year 2014-2015
* Volunteered in 25th Pan Asian conference of sports and physical education.
* Participated in Intensive household survey certificate-2014 by government of Telangana

***Personal Details:***

**FATHER’S NAME :** ShekharGhanathay  
**DATE OF BIRTH :** 06/06/1995  
**MARITAL STATUS :** Unmarried  
**LANGUAGES KNOWN  :** English, Hindi, Marathi and Telugu   
**HOBBIES :** Listening to music, Singing, Dancing and Reading books

***Declaration***

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

Date:

Place: Signature: