RAKSHA POOJARY

CONTACT

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+971508656378

rakshachethan20@gmail.com

SKILLS

- Programming Languages: HTML, CSS3, JavaScript, and Bootstrap.
- Energetic and self-motivated
- Hard working
- Communication skill
- Willingness to work in a Team
- Interest in learning new aspects
- Leadership.

SUMMARY

To succeed in an environment of growth and excellence that will provide me job satisfaction and self-development in order to achieve both personal as well as organization goals.

PERSONAL INFORMATION

Name	:	Raksha Poojary
D.O.B	:	24 AUG 1991
Address	:	Hamdan Street, Raymond Showroom Building tourist club Area, Abu Dhabi.
Nationality	:	Indian
Marital Status	:	Married.
Visa Status	:	Husband Visa.

EXPERIENCE

AUGUST 2021 – NOVEMBER 2022

Warranty Assistant

Mahindra Karnataka Agencies automobile workshop, INDIA.

- PSF (Post Service Feedback) call and opening concern and reporting Service Adviser and clearing concern and closing the concern, update in DMS.
- Maintaining report of PSF (Post Service Feedback) call in excel format and book.
- MSAT call detail maintain in excel and informing Service Manager regarding the concern raised in MSAT call (Mahindra company call).
- Downloading Warranty report, Print the document and send the set to Warranty Incharge. Have to check parts are received or missing.

EDUCATION

2021

Web Design \Impetus\ Dadar (W), Mumbai, India.

HTML, CSS3, JavaScript, and Bootstrap.

2013

Bachelor of Computer Applications. (BCA)

Mahatma Gandhi Memorial College Udupi

- [Degree] Graduate

2010

COMMERCE VIDYODAYA PRE-UNIVERSITY COLLEGE

LANGUAGES

HINDI
ENGLISH
TULU
KANNADA

- Communicated with broking department to decide outcomes of claims and appropriate compensation, providing claim information and reports for reference.
- Retrieved claim records to verify policyholder information and coverage before processing claims.
- Formulated and implemented policies governing claim resolution to streamline redress submissions, processing and settlement.
- Attendance report have to collect, leave note have to collect and send both to HR.
- Assigned the tasks of handling customer queries, feedback, complaints and request.
- Handled the tasks of complaints received from customers.
- Assigned the tasks of providing timely responses to the queries and Complaints of customers.
- Coordinates with technical support team and designers in handling issues.
- After service feedback taken from customer.
- Follow-up and track on customer enquiries.
- Make calls and fix appointments.
- Maintains record of all enquires and related details in computer system.
- Provides back office support tasks like sending and receiving mails.

July 2015 – Dec 2018

Billing Executive

Tata Motors (Arvind Motor Pvt Ltd)

- Built and maintained supplier relationships to improve billing performance.
- Submitted issued invoices to bank to request funds.
- Managed billing correspondence and handled queries on time for prompt resolution.
- Investigated reasons for failed billing and followed agreed process to process accurate billing.

Jan 2014 – Jan 2015

Teaching Assistant

Indian institute Computer Education

- Entered data into system and updated customer contacts with information to keep records current.
- Created welcoming environment for customer by greeting and assisting, as well as quickly responding to customer inquiries and needs.