

## SUMMARY

Looking for a job in your company where I will improve myself through activities, techniques to build strong relationship and make strategy.

## EXPERIENCE:

### SecUR Credential Ltd – January 2022 to August 2023

Senior Quality Analyst (Background Verification)

- Background Verification check of Employee
- Maintenance and Updation of log files on daily basis
- Checking and preparation of Reports daily to be sent to clients
- Upload records of each verification
- Maintain Data of background check
- Handling Communication with stakeholders
- Maintain Checklist
- Responded to customer emails, within company's communication targets
- Understanding Customer Grievances and provide appropriate resolution

### Alacrity Insurance Brokers Pvt Ltd – February 2021 To November 2021

Back Office Executive & Administration

- Making Insurance Quotations
- Followup with RMS
- Followup with clients
- Backend Work
- Maintain data of clients
- Mail drafting & coordination

### Intelenet Global Services – September 2014 – June 2020

Senior Customer Service Executive - Transunion CIBIL - Operations.

- Worked on offshore process.
- Supervise and manage the activity of the Credit Reports of the Consumer.
- Data Verification of each Credit Report of Consumer.
- Addition, deletion and Updation of each Credit report of the Consumer.
- Handling mails and providing all information and assistance required to the Consumer.
- Maintaining proper Credit rating of each Consumer
- Ensuring all the request are closed within turnaroundtime with complete resolution

## PERSONAL DETAILS

### Address:

2, Hari Bhima Tank Wadi, Tank Marbles,  
Opp. Oberoi Mall Dindoshi Ngr  
Malad (East) Mumbai- 400097

### Phone-:

9833810880

### E-mail:

[nishatank2@gmail.com](mailto:nishatank2@gmail.com)

### Date of Birth

23-10-1990

## KEY SKILLS

### MS Office

(Word, Excel, PowerPoint, Outlook)

Communication skills

Time Management

Teamwork

Detail oriented professional

Good knowledge of internet browsing,  
surfing & online activities.

## LANGUAGES

*Speak      Read      Write*

English      •      •      •

Hindi      •      •      •

Marathi      •      •      •

Gujarati      •      •      •

**Squeakee Media Pvt. Ltd – September 2013 – May 2014****Inside Telemarketing Executive (Data executive)**

- Search engine, adding Offers and Upload offers
- Data Management
- Providing e-commerce solutions to customer
- Data entry of products in excel sheets
- Product inventory on a periodic basis
- Uploading, approving and managing products on the websites
- Dealing with Local Merchant about categories such as food, clothes, Electronics, Beauty & Health, Entertainment and more.

**Webmatrix Technosoft – October 2011-March 2013****Search Engine Optimization-Offpage**

- Link building strategy with Social bookmarking
- Article Submission
- Directory Submission
- Typing for office deals
- Data entry procedure

**EDUCATION :****Bachelor of Commerce – MARCH- 2011**

*DTSS College, Mumbai University (Malad)*

**ADDITIONAL ACHIEVEMENTS**

- Subject Matter Expert In process to assist new joinee.