

Monali Kharbikar

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PROFILE

Detailed-oriented Back Office Executive with overall 11 month of experience in administrative support and data management. Proficient in streamlining operations to enhance team efficiency and accuracy. Dedicated to maintaining high standards of confidentiality and service excellence.

SKILLS

Adaptability : Eagerness to Learn and Embrace New Technologies.

Soft Skills : Strong Communication, Quick Learner, Adaptability.

Other Skills : MS-CIT, English Typing

PROFESSIONAL EXPERIENCE

Apprentice - Customer Care

10/2024 – 12/2024

Conneqt Business Solution

Pune

- Credit card fraud, phishing, identity theft, loan fraud.
- Internet banking fraud, mobile banking fraud.
- Biometric authentication and two-factor logins.
- Give a proper resolution on call by helping a Customer.

Back Office Executive

07/2024 – 10/2024

Xentricx Technologies

Pune

- I work their in a Political Campaign.
- I ask few questions regarding politics and maintain them in a Data.

Customer Support

01/2024 – 07/2024

CJC Markets Pvt. Ltd

Pune

Roles and Responsibility :

- Collect, organize, and maintain accurate records of company data.
- Ensure data integrity and perform regular updates and backups.
- Manage communication channels, including emails and phone calls.
- Handle customer inquiries and complaints, ensuring prompt resolution.
- Maintain records of customer interactions and follow up on issues.

EDUCATION

Bachelor Of Engineering (CSE)

02/2021 – 07/2023

GuruNanak Institute of Technology

Nagpur

7.14

Polytechnic In Computer Technology

09/2017 – 11/2020

KDK, Nagpur Polytechnic Nagpur

Nagpur

69.20%

HSSC in Science

03/2016 – 05/2017

Prerna Junior College

Nagpur

49.38%

LANGUAGES

English , Hindi, Marathi