

Shruti More

Mobile No: +91 9004645391

Email Id: more.shruti979@gmail.com

Address: 508 Someshwar CHS, Borivali East,
Mumbai-40066.

CAREER OBJECTIVE

Adaptable and ambitious recent college graduate with experience in customer facing support roles, aiming to leverage my acquired skills and knowledge to grow personally and career-wise.

EDUCATION

Sr. No	School/ College Name	Course	Academic Year	Percentage/ Grade/ CGPA	Board
1.	Bhavan's College	Bachelor of Management Studies (Finance)	2017-2020	A+ grade (9.22 Final CGPA)	University of Mumbai
2.	Nirmala Memorial Foundation College	HSC (Science)	2015-2017	65.85%	Maharashtra State Board
3.	J. B. Khot High School	SSC	2003-2015	86.80%	Maharashtra State Board

EXPERIENCE:

- ❖ Customer Service Executive (Portfolio Management Services) at Motilal Oswal Asset Management Company (October 2021- Present)
- Key responsibilities:
 - Timely and accurate resolution of queries via emails and calls at first instance and following TAT.
 - Maintaining good relationships with all stakeholders and handling customer queries and complaints.
 - Assisting clients with reports and queries related to discrepancies in client's reports.
 - Experienced in raising JIRA for IT related concerns.

- Experience in working on CRM-Talisma and Ameyo software for emails and calls.
- ❖ Executive Relationship Manager at Motilal Oswal Financial Services (January 2021- September 2021)
 - Key Responsibilities:
 - Working as a part of support team for a self-learning application (EDUMO PRO) offered by the organization.
 - Query management.
 - Grievance Handling.
 - Client Profiling- understanding client's current financial requirement and accordingly suggesting on various investment opportunities.

CERTIFICATION: Professional Certificate Program in Banking and Finance. (PCPBF) from Bankedge.

Date of Issue: 23/01/2022.

LANGUAGES: Fluent in English, Hindi and Marathi language.

ACTIVITIES

- Conducted a thorough research on the topic "Effects of GST on travel, tourism and hotel industry" as a part of my final year project.
- Participated in College Event-Amalgam as a part of a team.
- Participated in an Academic Management Quiz by K.P.B. Hinduja College of Commerce.
- Participated in a Product Design Workshop by from Pearl Academy.
- Conducted a Research Survey on the topic "Variables affecting the success of a Movie" by making online questionnaire as a part of College Project.

SKILLS

- Problem-Solving.
- Decision Making.
- Communication skills.
- Time Management.
- Collaboration.
- Public Speaking.
- Proficient in MS Excel.
- Email Management.
- Organization.
- Team Leadership.
- Critical Thinking