

Ms. Amruta Chandrakant Dange
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Passport No. - N7120357

• CAREER OBJECTIVE

To join and work with an organization which is progressive and gives me a chance to enhance my skills and to be a part of the team that excels in work towards the growth of the organization and gives me satisfaction thereof.

• KEY SKILLS

- Dedicated and Loyal towards work and organization.
- Ability to work on multiple tasks efficiently.
- Able to work independently.
- Ability to plan, organize and keep going under tight schedules and pressure.
- Ample experience in cash management services.
- Time management, Team management, coordinating and achieving goals.
- Project handling.

• WORKING EXPERIENCE

Current employment

- **Organization** : **TCS Ltd.** (Formerly known as CGSL)
- **Achievements in Organization** : Severally awarded with various **Spot awards** (Memento) and **Star Performer** of the month for out-of-the-box thinking with a meticulous execution.
: Representing unit as **Catalyst Associate** for floor.
- **Duration, Designation & Job Responsibilities** : From **August 2008** to till date in **Cash management operation services.**
 - * **As Associate officer:** - Dealing with corporate customers of Citibank Account holder with respect of verifying transaction to be processed over call such as MIFT, RTGS, NEFT, A2-remittance, DD/PO issuance cancellation, Cash delivery etc. Preparing daily MIS & reports, general product relating mail reverts to Client (Citibank) & their client (Corporate customer/Account holders of Citibank)
 - * **As senior Associate officer:** - Authorizing transaction done & maker level, giving training to new joiners of teams' various products, ID creation for several servers & systems used in team. Handling escalation calls/mail. Reporting Monthly MIS, preparing goals for team members & encouraging them to complete the same.
 - * **As team leader:** - Handling team, training, record keeping across floor, L & D, designation, delegation MEMO & grid handling.
 - * Authorizing maintenance of interest, CC facility, No debit etc. (Part of account maintenances)
 - * Taking Appraisals, Feedback meetings.
 - * **As Assistant Manager:** - Managing team for Cash and Trade products, appraisals, Audit handling, Automation, Project handling, client meets etc.

3rd Employment

- **Organization** : **ICICI Bank Limited**
- **Achievements in Organization** : Learnt to work under tight schedules and pressure.

- **Duration, Designation & Job Responsibilities :** From April 2007 to August, 2008 as phone banking office in ICICI Bank credit card section. Attending inbound calls and assist customer with requisite general card details. Providing accurate card charges & transaction details with maintain AHT (Average call handling time, on which the performance was dependent i.e., 212 sec. per call.)

Before Graduation

2nd Employment

- **Organization :** **K. M. Peas & Co. (An associate with ABN AMRO Bank)**
- **Achievements in Organization :** In best performer (Star performer of Months).
- **Duration, Designation & Job Responsibilities :** From June 2004 to April 2007 as Tele phone executive of personal loan. Arranging appointments of loan, checking & making files. Post loan approval taking care of disbursement of loan, making cheque. Attracting more business to company in by cross selling ABN AMRO credit cards as well as LOMBARD facility to secure bank loan & customer EMI.

1st Employment

- **Organization :** **Dave's academy/Advertising agency (Dadar)**
- **Achievements in Organization :** Have excelled skills from operator to Administrator.
- **Duration, Designation & Job Responsibilities :** From July 2002 to May 2004 as Administrative of the academy. Supervising Attendance & Leave Register, maintaining cash Register, Stationery, Advertisement placement, Wages Registers & Pay disbursements. Releasing payments of monthly Bills, Day to Day Accounts, Monthly Accounts, Maintaining Bank books, reconciliation etc.

• QUALIFICATION'S

EXAM/DEGREE	BOARD/UNIVERSITY	YEAR	PERCENTAGE
S.S.C.	Maharashtra Board - Balak Vihar Vidyalyaya	March 2001	61%
H.S.C.	Maharashtra Board - Keerti College	March 2003	71%
B. Com	Mumbai University - Keerti College	March 2006	47%
Executive MBA in Operation	Southern New Hampshire University - ITM	2012-2015	63%

• EXTRA CURRICULAR ACTIVITIES

1. Green Belt Certified (Lean Six Sigma)
2. Basic & web designing course of computers.
3. Expertise in excel, power point, words.
4. Participated in several purposes for life and fit for life social activities of TCS.

• PERSONAL DETAIL

Date of Birth : - 26th October 1986.
 Father's Name : - Chandrakant Ganpat Dange
 Mother's Name : - Anjali Chandrakant Dange
 Sex : - Female
 Place of Birth : - Mumbai
 Languages Known : - English, Hindi, Marathi.
 Marital Status : - Single

Hobbies : - Listening Music, Travel, Reading & Dancing.

PERSONAL STATEMENT:

I consider my personal strength to include adaptability, flexibility and ability to learn quickly. I have well-developed inter-personal skills with both, staff and client while maintaining professional attitude. I am able to make decisions independently and confident of abilities to succeed as a good and effective person. I am currently seeking a position which will allow me to utilize my skills, knowledge and experience to their full potential.



Date:

(Amruta Chandrakant Dange)

Place:

Sign: _____