

# Shruti Kale

*Developing innovative solutions and strategies that secure operational leads for ground-breaking ventures*

<p><b>shrutik0908@gmail.com</b></p> <p><b>8319631291</b></p> <p><b>Ujjain</b></p>	<p><b>PROFESSIONAL PROFILE</b></p> <p>Highly detail-oriented and analytical professional with experience in data entry, content moderation. Proven track record of accurately processing high volumes of data and making informed decisions on content approval. Skilled in: - Data entry and management -Content moderation and analysis - Quality control and assurance Attention to detail and analytical skills -Ability to work in fast paced environments and meet deadlines - Strong understanding of online guidelines and regulations With a strong background in data processing and content evaluation, I possess a unique combination of skills that enable me to effectively manage and analyze data, as well as moderate content to ensure accuracy and compliance.</p>
<p><b>TECHNICAL SKILLS</b></p> <p>M.S Word, Excel, Power Point</p>	<p><b>CAREER LEGACY &amp; ACHIEVEMENTS</b></p>
<p>Soft Skills : Adaptability, Management, Problem-solving, Communication</p>	<p><b>Teleperformance</b> <span style="float: right;">(January 2020- March 2021)</span></p>
<p><b>SKILL SETS</b></p> <p>Leadership , Team Building, Problem-Solving, Time Management, Coaching and Development, Adaptability, Conflict Resolution, Technical Proficiency, Networking and Relationship Building, Strategic Thinking, Negotiation,</p>	<p><b>Role and Responsibility:</b></p> <ul style="list-style-type: none"><li>• Respond promptly and professionally to incoming customer inquiries via phone, email, or chat.</li><li>• Diagnose and troubleshoot hardware, software, or network-related issues. Guide customers through step-by-step solutions in a clear and simple manner.</li><li>• Escalate unresolved issues to appropriate technical teams or supervisors. Record and document all customer interactions and issues in the ticketing system. Follow up with customers to ensure full resolution of issues.</li><li>• Escalated complex issues to higher-level technical teams while ensuring timely follow-up and resolution.</li><li>• Maintained accurate records of all customer interactions in the CRM system, documenting technical issues and solutions provided.</li><li>• Stayed updated on product features, company policies, and technical troubleshooting techniques to support continuous learning and service improvement.</li><li>• Basic computer proficiency (especially MS Excel, Google Sheets, and data entry software).</li><li>• Time management and organizational skills, Ability to handle repetitive tasks efficiently.</li></ul>

## CAREER LEGACY & ACHIEVEMENTS

### Teleperformance

(June 2021- July 2022)

#### **Role and Responsibility:**

- Entered high volumes of data accurately and efficiently into computer systems, ensuring data quality and meeting productivity standards.
- Verified data for errors and discrepancies, maintaining data confidentiality and adhering to data security protocols.
- Collaborated with team members to ensure efficient data processing and met deadlines in a fast-paced environment.
- Demonstrated strong attention to detail, quality control skills, and ability to work under pressure.

### **Taskus**

(July 2022 - December 2023)

#### **Role and Responsibility:**

- Reviewed online content for appropriateness, accuracy, and adherence to client guidelines, ensuring compliance with laws and regulations.
- Made informed decisions on content approval, rejection, or escalation, analyzing context, tone, and intent.
- Detecting any network failure for customer and helping them at the earliest.
- Demonstrated strong analytical skills, identifying trends, patterns, and suspicious activity.
- Basic computer proficiency (especially MS Excel, Google Sheets, and data entry software).

**EDUCATION**

<b>Course</b>	<b>University/Board</b>
10th (All Subject)	M.P State Board
12th (commerce + IP)	M.P State Board

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Shruti Kale**