

# RESUME

**Manish Ashok Sonawane**

**Contact: 8237770129**

**Address: Flat No. B-207, Venture City,  
Opp. HP Petrol Pump, Old  
Jakat Naka, Dehu-Alandi Road,  
Dudulgaon, Pune-412105**

## **Objective:**

A Confident and motivated person with semi-technical skills seeking challenging position as Sr. Associate with an innovativeness and problem solving capability.

## **Educational Qualification**

<b>Sr .No.</b>	<b>Degree</b>	<b>Institution/University</b>	<b>Year of Passing</b>
1	SSC	Maharashtra Board	2004
2	HSC	Maharashtra Board	2006
3	BCA	Pune University	2011

## **Work Experiences:**

**Cross Country InfoTech PVT LTD**

**Designation: Process Associate**

**Duration: 02 March 2022 to Present**

**Department: Enterprise Service Support**

- Worked for US healthcare process. .
- Provide Administrative Support in Office and Handle Office Tasks like handle Phone calls, email's and Data Entry support as well as processing timecards on a daily basis and provide daily reports to the lead.

**Wipro LTD**

**Designation: Sr. CSA**

**Duration: 28 Feb 2017 to 5 Aug 2018 (1.6 Years)**

**Department: Telstra**

- Worked for Telstra process which is semi technical process
- Providing active sim cards and mobile headset to the customers
- Problem solving regarding their services provided by us.

**WNS Global Services LTD**

**Designation: Sr. CSA**

**Duration: 3 Sep 2012 to 4 April 2016 (3.7 Years)**

**Department: Data Protection**

- Worked with Aviva insurance process(Non-voice).
- Lodge the DDM(Direct Debit Mandate).
- Once we lodge the DDM NODDA(Notification of Direct Debit Amendment) generates and it directly goes to the premium pair.
- We also deal with ledger and reinstatement of the policy.

**Computer Skills:**

- Efficient in working with Microsoft office.
- Comfortable to work in PC environments
- MS-CIT
- Can speak in English, Marathi and Hindi.

**Personal Data:**

- Name: Manish Ashok Sonawane
- Sex: Male
- DOB: Oct 28<sup>th</sup> 1988
- Marital Status : Married
- Nationality: Indian
- E-mail ID: manishsonawane28@gmail.com

**Declaration:**

I announce that the above mentioned information given by me are accurate and true according to my knowledge.

**Place – Pune**

**Date -**

**Manish Ashok Sonawane**