

SNEHAL M MAHAJAN

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- E-mail: mahajansnehalnew@gmail.com
- Married, Indian
- Academics: B.Sc.-Chemistry + Bio-Chemistry from S.I.E.S. College, Sion
- Completed a one-year Honours Diploma in Network Centred Computing from NIIT, Skills learned MS-Excel, Power Point, Word, C++, Unix

Career Highlights

Linguist-Translation/Subtitling/Transcription projects since September 2020 till date

- I am a **native Marathi** Speaker
- Have worked on translation/subtitling/transcription projects as a freelancer since September 2020
- Language pairs include English-Marathi-Hindi
- Have worked on **Localization/MTPE projects for E-Commerce Platforms**
- **Have translated more than 4.0 Lakh words on translation projects for E-Learning environments, software, UI strings, Marketing, Technical Publication, Education, Marketing Presentations, Brochures, Current Affairs, Medical, MTPE, Online translations, etc.**
- Have worked on **subtitling projects like time coding/translation with time coding**, etc
- Have worked on **Proof Reading projects for offline and online projects**

Grad Dreams Consulting Pvt Ltd - Enrolment Coach – February 2020 to May 2020)

- Assist students in selecting an appropriate study abroad program, consistent with academic requirements, objectives, plan of study, individual's interest and abilities
- Advising students on application procedures, visa applications, applying for accommodation and preparing students for their studies abroad
- Setting up and conducting in person meetings with potential candidates
- Management reporting

Kellogg India Pvt Ltd – Supervisor Consumer Affairs – April 2017 to November 2018

- Respond to consumer contacts escalated from the call centre agents
- Receive, review and independently determine how to handle non-routine, high priority complaints and inquiries from consumers via escalation from the Kellogg Consumer Contact Centre
- Maintain the Knowledge Base and provides any additional information and training required to the contact centre to enable them to effectively respond to consumer complaints and inquiries to minimize escalations.
- Monitor performance and provide feedback to the contact centre to ensure the response to consumers ensures consumer satisfaction and loyalty is retained or enhanced.
- Seek out information to develop customized written responses to satisfy consumer queries when required.
- Make appropriate data entries in consumer response system database for detailed tracking and reporting.

- Work with the Consumer Affairs Manager to monitor the Consumer Contact Centre KPI's
- Assist Kellogg Consumer Contact Centre to meet its requirements as specified in the contract with the Kellogg Company
- Actively monitor consumer data to identify trends and conduct investigation required
- Communicate potential issues to Incident Management Team and assist with investigation
- Develop and maintain training material for "new" Consumer Contact Centre Staff in quality issues to ensure consistent and appropriate responses are available to them
- Monitor effectiveness of new staff training
- Provide Consumer Complaint data for inclusion in reports wherever required
- Check and update regarding Serious complaint to plant team

Holy Angels High School, Administration Department –June 2005 to Jan 2007

Worked in the administration department of the school

- Job profile included receiving fees from the school students and issuing them their receipts, entering the data in the fees register, verify the cash/cheque received with the receipts issued, prepare the bank slips and arrange to deposit the cash/cheque in the respective bank accounts, type the question papers and help in carrying out the other day to day activities of the department.

WNS Global Services Pvt Ltd. – Aug 2003 to Aug 2004

Job profile included processing Healthcare Insurance Claims, do the audit checking of the claims, prepare weekly and monthly team performance reports.

Unit Trust of India Investor Services Ltd. – April 2000 to Aug 2003

- Worked in their Investor Relation Cell wherein had to monitor the customer care executives who would solve the inbound investor queries over the phone, handle the aggravated customers and resolve their complaints at the earliest, solve the customer complaints received through the email.
- Worked in their Repurchase department wherein had to process the repurchase requests of the investors by verifying their signatures from the database, updating their addresses, updating their bank account details, generate funding reports, send the same to the respective UTI branches for them to provide funds to the bank, send the print requests to the printing department, verify the details provided by the customers before dispatching their cheques, prepare proforma and tally the same with the UTI branches.
- Handle the maturity process of the UTI schemes
- Receive the letters in the Inward department, Handle the customers visiting the office, resolve their complaints/requests.

Spectrum Corporate Services Ltd. (Now Intime Spectrum Registry Pvt. Ltd) – July 1999 to March 2000

Worked in their Investor Relation Cell

- Job profile included solving the customer complaints over the phone, in person, through written communication, co-ordinate with the various Client Companies, etc.