

## **CURRICULUM VITAE**

### **Personal Detail:**

**Name** : Neelam Sankhla

**Current Address** : C-1, Amrapali Society,  
Near Colours Mall, Pachpedi Naka,  
Raipur - 492001.

**Address** : Flat No.2, Bharat Forge Society,  
Near Intervida School, Viman Nagar,  
Pune - 411014.

**Date of Birth** : 14th April, 1979

**Contact no.** : 8839612893 / 8007081210

**Marital Status** : Married

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[sankhla\\_neelam@rediffmail.com](mailto:sankhla_neelam@rediffmail.com)

**Nationality** : Indian

**Languages Known** : English, Hindi, Marathi

### **Educational Qualification:**

- ➔ Commerce Graduate with First class in April 1999 from Mumbai University
- ➔ H.S.C. with second class in March 1996 from Mumbai Board
- ➔ S.S.C. with Distinction in March 1994 from Mumbai Board

### **Computer Literacy :**

**Operating System** : DOS, Wordstar, Windows NT

**Languages** : Lotus, basic

**Accounting Package** : TALLY 5.4

**Software Knowledge** : Photoshop 5.5, Flash 4, Elastic Reality,  
Ms-word, Ms-Excel, Power Point, Internet

**Programming** : COBOL, Debase III

### **Work Experience:**

**11.) Period** : From Dec, 2020 – 31<sup>st</sup> August 2021.

**Name of the Company** : Gnani.ai

**Department** : QA Manual Testing of Voice BOT, Hindi translation, Transcriptions, Script writing etc

**Designation** : Talent or Language Translation Consultant

### **Job Profile :**

- ➔ Manual Bot testing of BOT
- ➔ Giving utterances for BOT for hindi language
- ➔ Recording voice for BOT for Gnani clients.
- ➔ Testing Bot through Postman App
- ➔ Template creations for BOT
- ➔ NLU's for BOT

10.) **Period** : From 22nd Feb, 2020 – 15th Nov, 2020  
**Name of the Company** : Zen3 Infosolutions (Tech Mahindra Co.)  
**Department** : Data Anotator, Lexical Transcription and Hindi Translator  
**Designation** : Consultant

**Job Profile :**

- ➔ Lexical Transcription QA, DFT and Error Annotation work(16<sup>th</sup> June2020 to 10<sup>th</sup> Nov, 2020.
- ➔ Hindi Translation work from 22<sup>nd</sup> Feb 2020 to 31<sup>st</sup> May 2020.

9.) **Period** : From 1<sup>st</sup> July, 2019 – 20<sup>th</sup> Feb, 2020  
**Name of the Company** : Oxfordcaps Singapore based company  
**Department** : Virtual Customer Support Executive  
**Designation** : Sr. Customer service officer

**Job Profile :**

- ➔ Handling Inbound calls and whatsapp chat.
- ➔ Handling Zoho CRM, Zoko software
- ➔ **Taking follow ups with the City Managers and updating on software**
- ➔ Maintaining the records, sending the daily reports to account manager.

8.) **Period** : From June 22, 2018 – June 30, 2019  
**Name of the Company** : SearchBourne Consulting Pvt. Ltd.  
**Department** : Non – IT, BFSI sector  
**Designation** : HR Recruiter Work From Home

**Job Profile :**

- ➔ Sourcing candidates from various Job Portals Like Naukri, Shine, Monster
- ➔ **Scheduling candidates for the interview**
- ➔ **Taking follow ups with the account managers and updating the candidates about their selects and rejects**
- ➔ Maintaining the trackers, sending the daily tracker to account manager.

7.) **Period (Freelance Job)** : From October 15,2016 – Till date (as and when available)  
**Name of the Company** : Zen3 Solutions, Value Point Knowledge

**Department** : works, Liv.ai Squadrn, Qweens, Vokal,  
**Translation, Proof Reading, Voice Over,**  
**Transcription, Customer Service Squadrn,**  
**Designation** : **Freelancer and Independent contractor**  
Internet Accessor, Data Review analysis,

**Job Profile :**

- ➔ Callings on behalf of Companies clients(Co.Name - **Myntra, Tata CliQ – 1.5 years** )
- ➔ Giving Reviews, Categorizations of data, (Co. Name - Squadrn)
- ➔ **Proof Reader – Hindi, Marathi, English**(Co.Name - **Zen3, VPKW, Vokal, Qween**)
- ➔ **Specialist Seeder - Hindi TV Serials** (Co. Name - **Qween**)
- ➔ Transcription – Martathi, Hindi (Co. Name - Liv.ai and VPKW)
- ➔ Translation – Hindi, English and Hinglish (Co. Name - VPKW and Zen3)

**6.) Period(Part Time Job)** : From January 25, 2013 – Till date  
**Name of the Company** : NJ India Invest Pvt. Ltd.  
**Department** : Financial Advisory  
**Designation** : Independent Financial Advisor

**Job Profile :**

- ➔ Making Clients for Mutual Funds
- ➔ Financial Planning
- ➔ Processing the Mutual Fund Documents

**5.) Period** : From June 1, 2013 – November 30, 2014  
**Name of the Company** : Just4Enterpreneurs Co.  
**Department** : Business Development  
**Designation** : Business Development Manager (BDM)

**Job Profile :**

- ➔ Making Business Plans for the company to increase the revenue

**4.) Period** : From May 15, 2004 – June 15, 2005  
**Name of the Company** : ICICI Home Finance Ltd.  
**Department** : Retail Demat Branch Operations  
**Designation** : Senior Executive II

**Job Profile :**

- ➔ Handling Branch Operations for Demat Counter
- ➔ Handling Customer Queries
- ➔ Processing the Demat Documents

→ Demat Audit

3.) **Period** : From January 2002 to 15th May, 2004:  
**Name of the Company** : ICICI Bank Ltd.  
**Department** : Retail Demat Business Team  
**Designation** : Trainee

**Job Profile :**

- Handling A/c's - Checking, Processing & making the payments of Vendors & Refunds of customers
- Handling Admin - Sending the Demat stationery to the branches & other admin related work
- Preparing the MIS of Active demat Clients, Holding Values, A/C's opened etc.
- Generation of PQIS reports from the system called 'Deposis'
- Making the presentation of PQIS reports
- Calling the customers for non-payment of their dues & solving their query
- Calling the demat holders & informing them about the new schemes

2.) **Period** : From November 2000 - December 2001:  
**Name of the Company** : ICICI Capital Services Ltd., BKC  
**Department** : Accounts Department  
**Designation** : Account Assistant

**Job Profile**

- Auditing the vouchers of centre & branches
- Preparing Bank reconciliation statements
- Sending the cheques/pay orders to the branches
- Preparing the MIS of Expenses

1.) **Period** : From January 2000 - October 2000:  
**Name of the Company** : Plus Point Computer  
**Designation** : Counselor cum Coordinator cum Faculty

**Job Profile :**

- Counseling the customer to opt for the courses
- Handling administration work
- Handling Petty cash
- As a Faculty taught Photoshop 5.5 & Flash
- Handling Library books & other records etc.

**Achievements :**

- Received Geetadevi Narayan Kabra Trophy for securing highest marks in Indian

- Economic Problems in college at T.Y.B'com
- ➔Received NCC 'C' Certificate
  - ➔NCFM certified (DP Module)
  - ➔IRDA and AMFI License Holder

**Extra Curricular Activities :**

- ➔Represented the college in NCC camps & recd. the best State Trophy all over India.
- ➔Participated during the college & School in cricket, kho - kho, kabbadi, douch ball, Relay race & group dance & won many prizes