
SHRADDHA SUBHASH ADEKAR POTBHARE

Mob: 7666009383

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Career Objective:

Looking forward to an opportunity for working in a dynamic, challenging environment where I can utilize my skills for developing my career and for the growth of the organization.

Personal Details:

Gender: Female

Marital Status: Married

D.O.B: 04/ 05/ 1995

Language Proficiency: English, Hindi, and Marathi.

Permanent Address: Ganesh Apartment Udyan Society 4th Floor Block No 30 Hanuman Nagar Kalyan (E)

Specialization for Placements (Major Specialization): FINANCE

Educational Qualification:

Course	Institute/College/School, Location	University/Board	Percentage	Year of Passing
MBA (Finance)	NBN SSOMS, Pune	Savitribai Phule Pune University	64%	2018
B.Com	Smt.CHM, Ulhasnagar	Mumbai University	60%	2016
H.S.C	Smt.CHM, Ulhasnagar	Mumbai University	62%	2013
S.S.C	Model English High School Kalyan	Mumbai University	66%	2011

Graduation Project:

- Project Title:** "Income Tax Planning"
- Location:** Bhandup

Summer Internship (55 Days) (Post Graduation):

- **Name of Company** : Ketki Dagher And Associates.
- **Project Title** : "Income Tax Planning".

Work Experience:

- ❖ **Company:** Zicom Pvt Ltd.
- ❖ **Designation:** Account Assistant.
- ❖ **Date of joining:** 8 Aug 2018 to 29 May 2019
- ❖ **Roles and Responsibilities:** Receipt Entry, Waiver Forms, Stop Billing, Billing Reversal, Upgradation Billing, Renewal Billing, Printing of Bills, stamping and signature on bills, Segregation of Documents - Correct Bill, Issues, Ledger & Bill Sharing for Previous Quarters, Master Billing data Updating, Filing & Documentation, Daily Collection Entry Soft data, New/Fresh Order creation, Upgrade, Additional Order, Renewal, Billing Processing OfIR, Update GST NO as per request.

Work Experience:

- ❖ **Company:** Firstdata/Fiserv India Ltd.
- ❖ **Designation:** Processing Specialist.
- ❖ **Date of joining:** 1 July 2019 to 12 Nov 2020
- ❖ **Roles and Responsible:** Performs a variety of data entry, verification and related duties. Monitors, verifies, and edits data during input process (payment processing) . Performs a variety of data entry, verification and related duties for processing of disputes, fraud, chargebacks, exceptions and/or other associated transactions . Monitors, verifies, and edits data during input process. May monitor systems to detect possible fraudulent behavior related to credit card useage and contact card holders to investigate possible fraud.

Makes decisions within established guidelines regarding the different work cases and various transactions. Has access to confidential information.

Perform back office function, such as applying/reversing provisional credit to clients account while investigating fraud claims.

Task for reg E deadline/Critical time frames.

Pending for representment: verify chargeback was successful and issue success letter.

Chargeback Research: follow up with clients regarding fraud claim. Search for documentation and upload to DMS system.

Report fraud transaction to Visa/MC

Provide direct support to Fiserv card portfolio risk management program (debit, credit, prepaid) from a risk consulting perspective.

Conduct data analyst from numerous fraud monitoring system and make proactive risk mitigation recommendations based on the analysis and in response to customer/clients inquiries.

Knowledge of banking & association rules and regulations.

Work Experience:

- ❖ **Company:** Planetspark.
- ❖ **Designation:** Pre- primary teacher.
- ❖ **Date of joining:** 01 Feb 2022 to till date.
- ❖ **Role and Responsibilities:** Pre-primary teacher for UK, US and Canada kids.

Responsible for staying in contact with students and parent for maintaining a high passing rate.

Developed all online materials for students and collected a list of resource links for students as well.

Here we give platform leverage powerful technology to provide live online classes to children's on English communication, Public Speaking, Grammar, Creative Writing, Debating, Vlogging and other NEW AGE skills.

One to One class with every student.

Responsible for submitting a curriculum after every 10th class that had to be approved using state guidelines.

Work Experience:

- ❖ **Company:** NullClass
- ❖ **Designation:** Customer Support Executive.
- ❖ **Date of joining:** 11 Jan 2023 to till date.
- ❖ **Role and Responsibilities:**

Responsible for Handling students mail and reverting back.

Giving access, Offer letter, Training certificate and internship certificate.

Guiding students for training.

Checking and evaluation of internship tasks for stipend.

Handling of company accounts and sales.

Extra-Curricular Activities:

- MSCIT.
- Typing 30 English Words in 1 Minute.

Achievements:

- CIVIL DEFENCE.

About me:

- Leadership and analytical skills.
- Quick learner, Adaptability and flexibility.
- Effective Communication, Interpersonal and Negotiation Skills.

DECLARATION:

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.

Place:

Date:

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