CURRICULUM-VITAE

CHITVAN SOBTI

# PERMANENT ADDRESS

52, OLD CONNAUGHT PLACE

DEHRA DUN-248001

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## FATHER’S NAME : MR. T.R.SOBTI

DATE OF BIRTH : 31ST MARCH 1974

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EDUCATIONAL QUALIFICATION:

1. Passed Xth from (I.C.S.E.) from St.Joseph’s Academy, Dehra Dun in the year 1989.
2. Passed XII th from Children’s Academy, Dehra Dun in the year 1994.
3. Passed B.A. (English, Economics and Sociology) from D.A.V.(P.G) College, Dehra Dun in the year 1997, securing distinction in English Literature in the Final Year.
4. Passed M.A. (English) from D.A.V. (P.G) College, Dehra Dun in the year 1999.

WORK EXPERIENCE:

1. Worked with E-call International Pvt. Limited,Gurgaon as Senior Quality Analyst.(From October 2002 to December 2005)

(Joined the above organization as Customer Care Executive and was promoted as Senior Customer Care Executive in the same organization. After functioning efficiently in the Operations department (as a supervisor/verifier I had a horizontal growth as I moved to the Quality department. After a span of one year in the Quality department (as a Quality Analyst) I was promoted as Senior Quality Analyst and was also involved in managing the team of numerous Quality Analysts.)

The profile involved core monitoring of the various processes/campaigns, lead analysis, barging the agents, taking huddles/sessions in presence of the Team Leader/Supervisor, feedback the agents and coaching the resources/agents from time to time on a regular basis.

1. Worked with Spanco Telesystems & Solutions Ltd., Gurgaon as a Quality Analyst.(Processes handled - Citiphone Credit Cards and Bharat Sanchar Nigam Limited.(December 2005 to January 2007)
2. Worked with Adventity, Thane - currently known as Sutherland, as Assistant Manager/Loan Officer for Loan Originations. (June 2007 to July 2008)

The Profile involved End to End handling of loans for American customers.

1. Worked with Astra Business Services (Pvt) Ltd. As a Collection Executive. The process involved dealing US clients for third party collections. I have done collections for medical bills and Tate & Kerlin. (July 2009 to April 2011)
2. Worked with Next Education Pvt. Ltd. As Area Manager for the state of Uttarakhand. (The job involved keeping track of the successful installation of smart classes and simultaneously managing the team of BDMs and TSEs. In addition I also conducted meeting for negotiations with the head of schools.(April 2011 to May 2013)
3. Worked with Pantel Communications Pvt Ltd, Dehra Dun as a Senior Customer Executive in the technical process for a period on one year. The profile involved interacting and negotiating with the US customers and mentoring the agents to enhance the overall productivity. (June 2013 to July 2014).

6. Presently working as a freelance writer for overseas clients. This job involves writing on articles on various niches such as health, travel, food and recipes, pets, real estate. I have also written product descriptions. I have done academic writing as well. I have got 100% completion rate in all my projects done so far. Some of my articles have been published in some of the premium writing sites of the world.

DATE: 08/05/2017 (CHITVAN SOBTI)