



Vinita Chauhan

Quality Control, Customer Advocate

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SKILLS

Quality System Customer Support

financial investigation Problem Solving

Financial Analysis

INTERESTS

Chess Badminton

Cooking

LANGUAGES

English Hindi
Advanced Advanced

Gujarati
Advanced

Dedicated and enthusiastic professional with 3 years of overall experience in administration, quality control, team mentoring & management, and vendor management. Proficient in financial information requirements management and providing technical support to fulfill those requirements. Highly experienced customer service representative and problem solver with a passion for helping others. Technology and industry and a record of successfully resolving customer complaints and issues. Skilled at working with clients to identify and resolve problems, often going above and beyond to ensure customer satisfaction.

WORK EXPERIENCE

MoneyGram International Warsaw (July 01, 2022 - December 31, 2022)
Customer Advocate- Resolution Assurance specialist III

- *Monitors and resolves high risk complaints that fall within a clearly defined set of established processes and procedures.
- *Analyzes and processes all types of complaints belonging to every jurisdiction being serviced by the department.
- *Responsible for reviewing and responding to inbound queries, following up to ensure resolution with outbound communications as needed and informing about complaints' statuses within specified timeframes.
- *Takes actions on defined customers' complaints, gathering information, checking transactions statuses, conducting initial interviews with customers, and informing about complaints' statuses within specified timeframes.
- *May support OT trainings of new employees and participate in small inter-departmental projects as necessary.
- *Performs other duties as assigned.

CTDI Poland Sp. z o. o (September 23, 2019 - June 30, 2022)
Quality Control & Technician,

- *Visually inspect finished products for imperfections or other problems, reducing quality risks by 75%.
- *Document testing procedures, inventory forms, data capture forms and equipment logbooks.
- *Investigated product, service or procedure failures and recommended corrections to improve the process in the future.
- *Investigated questionable test results and reported issues to the relevant departments, saving 45% of the assigned budget.
- *Ensured the company followed safety and quality standards during all jobs, reducing quality risks by 55%.

EDUCATION

WSGE Universit Master's in Business Administration , Human Resource Management,	(October 01, 2018 - June 15, 2020)	The Maharaja Sayajirao University of Baroda Bachelor , Human Resource Management	(February 01, 2015 - April 01, 2018)
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CUSTOM SECTION

U.A.E Visit Visa	EU visa Work visa	(June 17, 2021 - March 21, 2024)
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