

DHANSHRI RAMCHANDRA MASURKAR

Back Office Executive

Address: Mumbai, India

Current Address- building no.3671,room
no.204, Sharjah , Muwaileah.

Contact: 971507526387/ 971582667974

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Professional Summary

Motivated and versatile professional with 15+ years of cross-industry experience in customer service, travel operations, back-office support. Strong background in BPO, KPO operations, client communication, data management, and training. Committed to delivering excellence and achieving both personal and organizational goals.

Core Skills and Competencies

- Customer Service & Support
- Back Office Operations
- Travel Reservation & Booking
- Data Entry & Record Management
- Team Coordination & Training
- MS Office & Advanced Excel - Citrix, Lotus Notes, MMS Portal

Typing Speed:

- English: 25 WPM -
- Marathi: 25 WPM

Education

Post Graduation Diploma in Travel & Tourism

Kuoni Academy, 2009-2010

Bachelor of Science (B.Sc) in Mathematics

Maharshi Dayanand College, Mumbai University, 2006-2007

Graduated with Honors

Ranked in the top 10 percent of the Mathematics department

Personal Information

Date of Birth: 30 September 1984

Gender: Female

Marital Status: Single

Nationality: Indian

Languages

English, Hindi, Marathi

Hobbies

Cooking, Learning new skills, Traveling, Listening to music

Professional Experience

Powerweave Solutions, Mumbai

Back Office Executive

March 2022 – April 2025

- Processed artwork qualification using Citrix-based applications
- Ensured customer specifications were accurately met
- Maintained daily production and error-free reports

Education Planet, Mumbai

Home Tutor

March 2018 – February 2022

- Delivered personalized Mathematics coaching to students from IB, and ICSE boards (Grades 5 and 6). - Adapted teaching methods to suit varied learning styles and academic levels.
- Increased student interest and performance in Mathematics through focused guidance and practice sessions.

Adventure Tours and Travels, Byculla East

Reservation and Booking Executive

March 2014 – December 2017

- Handled bookings for train, bus, car, and hotel reservations
- Coordinated with travel agents and vendors
- Designed tour itineraries and prepared travel files - Assisted with visa processing and FIT bookings

SITEL India Pvt. Ltd., Chandivali, Mumbai

Customer Service Associate – GMAC (USA Process)

November 2009 – March 2014

- Handled customer account transactions and database updates
- Provided contract extensions and resolved payment issues

- Managed back-office reporting for 200+ employees
- Interacted with US customers via email and voice

**Reliance Infostream Pvt. Ltd., Navi
Mumbai**

Customer Service Representative

October 2007 – August 2009

- Attended inbound calls and resolved customer complaints

- Ensured high customer satisfaction through effective communication