# Objectives

# Overall I have more than 18 years of experience in multiple profiles like Customer Care Executive, Helpdesk Executive, Back office Executive, and Mechanical Helper & Currently I am working as a Freelance Translator for the last 6 years.

# Experience

## **Freelance Translator & Data Entry**

### From Jul 2017 to Till Date

 Data Entry Work from Home Job English>Hindi & English>Marathi Freelance Translator

 For Web/app/games localization and Translation in Medical/ICF/ Clinical Trial, Marketing, E-Commerce, Education, Healthcare, etc.

 Reviewed final works to spot and correct errors in punctuation, grammar, and translation.

 Applied cultural understanding to discern specific meanings beyond literally written words.

 Replicated flow, style, and overall meaning of original texts.

 Translated documents from English to Marathi & Hindi.

 worked with other translators to facilitate real-time conversations.

 Used translation software to verify complex terms and expedite the communication process.

 Prepared comprehensive glossaries and terminology databases to facilitate analysis.

 Translated business websites to support international expansions.

## **Help Desk Executive (Facility Helpdesk Executive),**

## **Jones Lang LaSalle Property India Pvt. Ltd. (JLL)**

### From Sep 2017– to Jul 2018

* Attending different categories of calls regarding facility & assigning the work to respective team Supervisors / technicians etc
* Raising the tickets for the given assigned work
* Taking feed backs of the given calls
* Closing of the raised tickets
* Preparing the different reports on daily basis.
* Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

## **Help Desk Executive,**

## **NISM (National Institute of Securities Markets)**

### From Oct 2015– to Jun 2017

* Inbound Help desk for National Institute of Securities Markets conducting Securities Markets exams mandate by SEBI
* Attend calls regarding SEBI Exam's For Exam
* Slot Booking, Payment, Refund, Study Material etc.
* Used ticketing systems to manage and process support actions and requests.

## **N.M.M.C. Property Tax Department (Notice Server)**

## **N.M.M.C. (Contract)**

### From Feb 2013 to Oct 2015

* Circulate the Notice to Defaulters (Fail to pay the Property tax) & take receiving on the same.
* Other Office work related to Property Tax Department
* Informed customers of service specials, completion times, and service expenses to provide exemplary customer service.

## **Back Office Executive,**

## **Tech Plus Media Pvt. Ltd.**

### From Jun 2012 to Dec 2012

* Data Entry & Data Base Management, Add & Maintain existing Clients, look after the Dispatch the Magazine, Co-ordination with Head Office & Branches regarding any dispatch Requirement
* Checking the Courier Invoices Follow-up with due payment Clients, Check Payment Collection Status
* Ordered office supplies and maintained supplier contacts in database.

**Customer Interaction Executive,**

**Infomedia 18 Ltd**

### From Jun 2007 to May 2012

* Domestic Call Center, Data Base updating for various Business Directories, address

Verification for courier delivery.

* Making monthly reports.

**Mechanical Work (Mechanical Helper)**

**Navi Mumbai Municipal Transport Services (NMMT)**

### From Apr 2000 to Jun 2007

* Public Transport Bus Service in Navi Mumbai, repair, services & Maintenance of Buses (Ashok Leyland)

# Education

## B.A. (2002-2003) from Modern College, Vashi, Navi Mumbai

## HSC (1998-1999) from Modern College, Vashi, Navi Mumbai

## SSC (1995-1996) from Vidya Prasarak High School Belapur, Navi Mumbai

# Personal Information

* Date of Birth        24th April 1981
* Age                         41 Years
* Gender                    Male
* Marital status          Married
* Nationality              Indian
* Language Known  English, Hindi, Marathi

**Pratik Dattatray Patil**