

SONIA RATURI

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Saket Colony, Ajabpur Kalan, Dehradun



CAREER OBJECTIVE

Seeking a challenging position as a Compliance Analyst where I can expand my knowledge of compliance management systems and to support a team in reviewing documentation, identifying potential risks, and implementing policies to ensure organizational compliance and contribute to the company's long-term success.

EDUCATION

Himalayan Institute of Technology, Dehradun
Bachelor of Science in Information Technology
2019 – 2022

Intermediate (UK Board)
Star Land Inter College 2019

High School (UK Board)
Star Land Inter College 2017

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Advance Excel

LANGUAGE

- English
- Hindi

HOBBIES

- Learning new things
- Playing Badminton
- Listening Music

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 24 July 2002
- Marital Status : Single

PROFESSIONAL EXPERIENCE

Operations Executive

Berg Technologies Private Limited
Jan 2025 - Present

- Evaluated search results and digital content using Filip/KAT guidelines to ensure relevance, accuracy, and compliance with quality standards.
- Analyzed user intent and behavior to identify quality gaps and contribute to improvements in search relevance and overall user experience.
- Maintained high accuracy and productivity levels while meeting quality metrics, turnaround times, and operational guidelines.

Operations and Administrative Manager

Money Maestro Mortgage Consultancy, Dehradun
June,2024 - Dec,2024

- Managed customer interactions by addressing inquiries, maintaining strong client relationships to ensure high levels of satisfaction.
- Coordinated and communicated with banking partners for transactions, documentation, and account-related processes.
- Trained and onboarded new joiners, providing process guidance, workflow training.
- Handled basic accounting tasks, including invoice processing, payment tracking, and record maintenance.

Seller Support Executive

iLeads Auxiliary Services (Snapdeal Process), Dehradun
Oct,2022 - Apr,2024

- Supported sellers with technical and operational issues, providing timely resolutions and guidance to ensure a smooth and positive platform experience.
- Assisted sellers in understanding and complying with platform policies and guidelines, helping maintain quality standards and reduce compliance issues.

DECLARATION

I, Sonia Raturi, do hereby declare that all the information provided above is true to the best of my knowledge.