



India

Ms. Ritika Dolas

PERSONAL DETAILS

Reference No.	CV-IT-129853-26
Country of Residence	India
Surname	Dolas
Given Name	Ritika
Date of Birth	Thursday, 12 Apr 2001
Gender	Female
Marital Status	Single
Religion	Hindu

PASSPORT DETAILS

Passport Number	
Nationality	India
Date Of Issue	Monday, 26 Jan 2026
Date Of Expiry	Friday, 21 Jan 2022
Place Of Issue	Nagpur

PHYSICAL INFORMATION

Height	5feet .3inches
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Weight	63kg
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No, I Don't have any physical disability or serious illness.

No, I Don't have any scars, marks or tattoos.

EDUCATION INFORMATION

Highest Level of Education	Post Graduate
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School/College/University Name	University of strathclyde , Glasgow , scotland , United kingdom
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Passing Year	2023
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PROFESSIONAL QUALIFICATIONS

Institute Name	
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Course Title	
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Passing Year	
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LANGUAGES INFORMATION

Languages	Speaking	Writeing	Understanding
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English	Excellent	Excellent	Excellent
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EMPLOYMENT HISTORY

Year Of Exprience	3
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Background	<p>I'm a people-first HR and hospitality professional who enjoys building positive experiences for others—whether that's supporting employees through key workplace moments or delivering outstanding service to customers. With an MSc in Human Resource Management and CIPD Level 7 Associate status, I bring a strong foundation in HR operations, employee relations, recruitment, onboarding support, and administrative coordination. My personality is warm, approachable, and proactive. I connect easily with people from different cultures and backgrounds, and I'm known for listening closely, communicating clearly, and handling situations calmly under pressure. My experience in customer-facing roles has strengthened my ability to resolve issues professionally—investigating concerns, de-escalating conflict, and finding fair solutions while keeping service standards high. I'm highly adaptable and learn quickly in fast-paced environments. I enjoy juggling priorities, staying organised, and improving processes where possible. I'm comfortable working with data and systems, and I combine attention to detail with a practical, solutions-focused mindset. Leadership is another strength I'm proud of—especially in hospitality settings where teamwork matters. I've supported and trained new starters, led by example during busy shifts, and helped teams stay motivated while maintaining quality and safety standards. Outside of work, I love travelling and meeting new people. Exploring new places keeps me curious, culturally aware, and open-minded—qualities I bring into every role and relationship. In my current role as a **Complaints Handler / Customer Service Advisor at Royal Mail**, I investigate and resolve customer complaints related to **lost, delayed, or damaged parcels**, ensuring accurate case records and fair outcomes through the complaints/claims process. I regularly **de-escalate difficult situations**, communicate empathetically with customers, and coordinate appropriate resolutions such as updates, guidance on claims, or next steps—while meeting service standards and handling high volumes efficiently.</p>
Latest Company	Royal mail
Telephone No	Na
Address	20 turner road , Glasgow G21 1AA

Date Of Join	2025-11-01
Last date at Job	2025-12-31

NOTE:-

We are Workers in Armenia / Galaxy Seven Armenia, a recruitment and employment support organization assisting employers and foreign workers in the Republic of Armenia. We have been appointed as HR consultant for the above applicant. The above (CV) applicant is our registered and recognized candidate; therefore, we assure you that the applicant will be well-mannered, sober, and gentle. After confirming hiring eligibility, our company will assist the applicant in preparing the required documents for the work authorization process and, where applicable, for obtaining a legal work residence permit in Armenia. After completion of formalities, our company will support the applicant by providing basic but very important HSE and first-aid training. Workers in Armenia / Galaxy Seven Armenia will also provide proper knowledge to the applicant about work ethics/behavior and the applicable laws and regulations of the Republic of Armenia. Our office representative will be accessible at all times through our Armenia office with 24/7 online support to respond to the employer (Company) and assist throughout the entire process. Our entire service follows ethical recruitment practices. We do not charge any money/fees from the applicant for VISA or JOB in Armenia.