**Gulfjobseeker.com CV No:** **1378704**

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| Objective |

A self-motivated individual with good analytical skills, it is my ambition to reach the zenith of success, armed with my belief in the virtues of dedication and discipline. I am seeking for a deserving role where I can leverage my experience, project management and analytical skills to make myself and the organization successful.

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| Summary |

* My experience extends from being a Quality Compliance Analyst (Senior Executive) providing support to customers by improving all the SLA’s of the company.
* I am a strong believer in hard work. A practical, honest and approachable person having a high degree of integrity and work ethics.
* I am highly quality conscious and have the ability to understand people and business requirement. I get things done efficiently and accurately

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| Core Strengths |

* Project Management & execution
* Quality Analysis
* Strategic Planning & Goal Setting
* Eye for detail and excellent follow up skills

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| Work Experience |

**Genpact India**

## From Feb 2014 to Feb 2015 as Senior Executive – Operations

**Functions**:

* Accountable for managing Account Payables of DENTSU AEGIS NETWORK, such as:
* Doing reconciliation of Invoices and Vendor Statements of AMEX.
* Taking care for Processing of invoices in the ERP’s.
* Making payment for all the invoices, AMEX card, T&E and Employee Benefits through Check, Wire and ACH.
* Taking care of Auditing and payments for T&E reports for the employees of Dentsu Aegis Network.
* Taking care of Administration part for the employees of Dentsu Aegis.
* Taking care of queries from multiple suppliers through Email and other modes.

**IGate Computers Pvt. Ltd. India**

## From July 2012 to January 2014 as Senior Executive – Operations

**Functions**:

* Accountable for managing Account Payables of Four Seasons Hotel, such as:
* Doing reconciliation of Invoices and purchase orders.
* Doing booking of the invoices in the application.
* Making payment for all the invoices.
* Taking care of queries of multiple suppliers.

**E*X*L Services SEZ BPO Solution Pvt. Ltd.**

## From May 2011 – July 2012 as Senior Executive – Operations

**Functions**:

* Accountable for managing Quality standards in EXL, such as:
* Doing processing of reconciliation of credit union accounts.
* Provide actionable data to various internal support groups as needed.
* Generate account specific QA reports based upon predefined contractual criteria and provide inputs to operations.
* Create & maintain timely and accurate QA database.
* Conduct feedback session with Agents.
* Participate in design of monitoring formats and quality standards.
* Co-ordinate and facilitate calibration sessions.
* Involved in creation of various trackers to improve the process.
* Involved in day to day calls with client.

**E*X*L Services (I) Pvt. Ltd.** **(Dec. 2006 – April 2011)**

## From April 2008-April 2011 as Senior Executive – Process Excellence

**Functions**:

* Managing Quality functions for one of the major business units in EXL, such as:
* Audit for multiple tasks like Premium report, A/c Reconciliation & Cash Application.
* Maintain Trail Balance for all the tasks.
* Report audit to client with help of SQL based database Q-finiti.
* Provide actionable data to various internal support groups as needed.
* Generate account specific QA reports based upon predefined contractual criteria and provide inputs to operations.
* Create & maintain timely and accurate QA database.
* Conduct feedback session with Agents.
* Participate in design of monitoring formats and quality standards.
* Compile and track performance at team and individual level.
* Participate in customer and client listening programs to identify customer needs and expectations.
* Co-ordinate and facilitate calibration sessions.

### Achievements:

* Awarded as an exceptional performer in implementing effective Process Excellence initiatives Q-1 for 2010
* Received no. of appreciations from Quality head for conducting effective Quality improvement program
* Successfully implemented new check the check plan which resulted in high Quality results & reduction of errors in the business unit.

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| Educational Qualifications | | |
| **Year** | **Course** | **Board/University** |
| 2006 | B.Com | M.J.P. Rohilkhand University, Bareilly |
| 2003 | Senior Secondary | St. Paul’s (CBSE), Rampur |
| 2001 | Higher Secondary | St. Paul’s (CBSE), Rampur |
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| Technical Skills |

* Completed 16 months Diploma in computer Application from KCC, India
* Sound working knowledge of computers with proficiency in MS Office
* Proficient in Tally software

#### Personal Dossier

Date of Birth : November 29, 1985

**PLACE: Dubai**