**First Name of Application CV No 1624200**

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**Professional Summary**

* 7 + Years of experience in Financial-operations in Reconciliations, Month End Reporting, Data processing, Quality Analysis.
* Exposure in SOP’s development, process streamlining after transition, Quality Analysis.
* Interpersonal Skills, Assertiveness, Ability to adhere to strict timelines.
* Expertise in mapping business requirements and coordinating in developing and implementing process in line with the preset guidelines.
* For Quality prospective handle team of 23 people.
* Exposure of SAP, Flex-cube (Oracle) and other banking software’s working transaction codes.
* Proficient with Microsoft Office.

**Work Experience**

**Present Organization: WNS Global Services**

**(Since 08 Feb 2010 till date)**

**Designation:** Senior Quality Associate- Card Operations (Interchange Team)

**Profile**: Perform reconciliation of Visa card/Master card, JCB, CUP and bank’s Ledgers. Posting of financial vouchers. Manage card holder’s request received from bank..

Roles & Responsibilities:

* Perform reconciliations of Visa/ MasterCard /Cup Settlement, JCB Settlement.
* Perform reconciliations of bank’s GL accounts.
* Checking of financial vouchers postings along with high value fixed deposit postings.
* Manage Bank’s credit card holder requests (like Balance Transfer, Easy Cash, Refunds 0%EPP, Deal Cancellation, Debt restructuring, EOD reversals, Manual postings etc.) to be processed on customers cards.
* Provide Volume, rejections, productivity trend analysis to management for business decisions.
* Handle team of 23 people for Internal Quality prospective.
* Handle Team meeting to discuss errors and team issues.
* Publish Accuracy reports for the team.
* Coordinate with client for updates, errors & rectifications of errors.
* Report Root Cause Analysis on errors.
* Preparation of Weekly & Monthly reports & MBR which are being shared with client and management.

Managing customer centric operations and ensuring customer satisfaction by achieving 99.99% accuracy. We ensure highest service standards that maintained for servicing to clients with minimum turnaround time.

**Training Attended:** Basic Lean & Six Sigma, Yellow belt training, Business Excellence, Writing Skills, 7 Quality tools, Power point and Advance Excel Training.

Achieved Performer of the month & Star of the Quarter.

**Project:** Kizen project (Lean Tool) implemented in the process.

**Previous Organization: I Energizer** (Since 05 May 2008 till 04. Feb. 2010)

**Designation:** Senior Executive- Merchant Solutions (Recon) Team

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# Roles & Responsibilities:

* Tracking of Merchants transactions and Passing of Journal Entries.
* Reconciliation of Balance sheet (Receivable, Payable & Suspense accounts) and P/L items (MDR, I/C fees, Scheme Fees etc.).
* Co-ordination with other departments such as Credit & Risk Department in order to familiarize with the process of hold payments to Merchants or recovery of the excess paid amount.
* Tracking of settlement of funds with SCB, towards payment to Merchants in order to reimburse for the transactions
* Tracking of Incoming Funds from various service providers such as Visa, MasterCard, JCB and CUP.
* Tracking of all Incoming & Outgoing Funds from & to SCB and escalate concerns in case of any discrepancy arises
* Analysis for balance lying with all P & L & Balance Sheet accounts,
* Report Chargeback/Represement received from Visa, MasterCard, SCB & Merchant as well to cross tallying with the Chargeback department**.**
* Preparation of MIS Reports.

**Academics**

* Intermediate from Hindu College, Dehradun UP Board in 2000
* Higher Secondary from KM Inter College UP Board in 1998

**Professional Education**

B.Com Graduate -Roheilkhand University, Bareilly in 2003.