**First Name of Application CV No 1636788**

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**Employment History**

**Current Organization**: **JP Morgan Chase Pvt. Ltd.**

**Designation:** Customer Support Advisor

**Duration:** 12th Mar 2009 - 5th Oct 2012

**Job Profile:**

* Job profile involves study and research of documentation from customer and making corrections and adjustments, perform research and resolve customer issues.
* Handling various legal documentation regarding Bankruptcy and Power of Attorneys.
* Job involves handling sensitive data and updating bank backend systems.
* To resolve the queries of customers regarding their debt issues.
* Solving customer disputes and conflicts.
* Being a mentor to colleagues.

**Previous Organization:** **Unisource Group World Wide Pvt. Ltd.**

**Designation:**  Hr Support & Payroll Executive

**Duration:** 16th April 2007 – 5th December 2008

**Job Profile:**

April 2007 – December 2007

Worked on ADP Payroll Software.

* Processing timely U.S. payroll for the entire retail chain of Steve & Barry’s University Sports Wear across United States on a biweekly basis
* Co-ordination through emails with the Store Managers for any clarifications.
* Input New Employment application in ADP software.
* Auditing data of the employees working in the retail stores. Also, involves auditing the work schedule of employees at the store to ensure that they receive timely pay.
* Processing and checking other payroll cases like employee transfers, salary increases, employee separation and tax computation.
* Managed day to day administration related matters of maintaining MIS in Excel.
* Handled the complete Benefits process which includes Healthcare, COBRA (Consolidated Omnibus Budget Reconciliation Act.), 401 K Retirement Plan and Accident Tracker.
* Handled and monitored the complete process of “Verification of Employment” which included providing employee details to US Government agencies as requested and also provided employees with Experience Certificates and Relieving Letters.
* Quality delivery and TAT to be met as per standards set and agreed.

Recruitments

* Handling the resume screening assignments for various positions in Corporate as well the Retail outlets based in USA.
* Sourcing and identifying individuals within the relevant industry on basis of client requirement using Job Portals such as “Monster.com”, “CareerBuilder.com”, “Hotjobs” and “All Retails.com” and also on Indian portals such as Jobs Ahead.com & TimesGroup.com (an internal database that stores resumes).
* Short Listing and Pre-screening resumes according to their suitability in terms of candidate skills and levels of expertise.
* Managing and updating candidate database.
* Conduct initial pre-screening interviews (telephonic) & reference checks. Qualify candidate skill sets, cultural fit & compensation history.

January 2008 – 5th December 2008

Selected as Quality Check Executive on 3rd Jan’08.

* Qc’ed the data of each and every individual for processes handled by them and marking errors wherever required.
* Learned and implemented many excel formulas which would help in generating productivity of individuals in the Payroll team like Summation, V-Look up, Concatenate, Count If, Sum If and many other.
* Sending productivity report to our department head on a daily basis.
* Sending the Turnover report to New York office which would include the hire, transfer, rehire and termination records of individuals in the store of Steve and Barrys on a biweekly basis.

**Previous Organization: People Interactive (I) Pvt. Ltd.**

**Company Profile:** People Interactive have their own websites one of which is Shaadi.com – India’s Largest Matrimonial Site.

**Designation:** Customer Relations Executive

**Duration:** May 2005 – December 2006

**Job Profile:**

* Answering member queries about the features of the website Shaadi.com through Live Help (Instant messenger service for member to contact customer care).
* Answering the member’s queries through emails
* Screening the profiles so as to ensure only relevant data for matrimony goes online.

**Educational Qualification:**

* Bachelors Degree in Commerce from Hinduja College of Commerce – Mumbai University in the year Mar 2005 passed with a second class.
* Passed HSC from Mumbai University in the year 2002 with 68%.
* Passed SSC from Sir J. J. Girls High School in the year 2000 with 61%.

 **Additional Qualification:**

* Basics in Computers.
* Open to learning and improvement.
* Decent communication skills

**Personal Information:**

* Marital Status: Married
* Languages Known: English, Hindi, Gujarati and Marathi.