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**NINAD**

**NINAD.321749@2freemail.com**

**Assignments in operational improvement for companies**

**High-energy professional with over 8.5 years of experience in achieving business objectives within turnaround & rapid changing environment**

**Career Focus**

Professional with diverse background in customer service and business support operations. Proficient in learning new tasks quickly and exceeding expectations. Outgoing and friendly with service driven nature.

**Core competencies: Customer service, Business support operations and Leadership**

**Participant at PepsiCo UAE 2016 Innovation contest**

**WORK EXPERIENCE**

**Customer Service**

* Greet every client promptly and answer questions completely to maximize service opportunity and increase customer satisfaction ratio.
* Resolving service problems by clarifying the client complaints, determining the cause of the problem, selecting and explaining the best solution to solve the problem. Expediting corrections and adjustments, following up to ensure resolution.
* Develop loyal client through friendly service and follow-up on the services provided.
* Up selling of new products and services to the potential clients
* Exceptional listener and communicator who effectively conveys information verbally and in writing
* Delivering initiatives and feedbacks to the line manager

**Business Support Operations**

* Receiving and screening incoming calls from client for product inquiry and disseminating to the assigned manager.
* Analyzing and distribution of invoices for authorization
* Monitoring creditor’s payment terms and prioritizing process accordingly
* Confirming correct bank details from the company
* Open and close transactions, accounting for money and all personnel to ensure optimum security
* Documentation of processed payments, reviewing and sending remittances
* Solely responsible for settlement of travel and expense reimbursement globally
* Actively seeking out new sales opportunities through cold calling, networking and social media
* Provide general administrative and clerical support including mailing, scanning, faxing and copying to management
* Email/ Query management from the internal and external counterparties
* Working on assigned projects
* Analyze, plan, implement controls and procedures to improve the process

**Leadership**

* Experience and knowledge of working in a successful client facing environment
* Experience of allocation of workforce management
* Mentor new professionals in protocols, safety, and techniques to improve customer satisfaction.
Cross-train in every store department to learn new product lines and procedures, and fill in for other associates as needed.
* Answer escalated inquiries from junior associates to resolve customer issues.
* Solely responsible for transition of database from one system to another

**EDUCATION**

* PGDIBM from Welingkar Institute of Management Development & Research: 2012
* B.Com. from Mumbai University: 2007
* HSC Maharashtra Board: 2003

**EMPLOYMENT SUMMARY**

* Willis Towers Watson as Senior Associate

(April’ 2011 – July’2016)

* WNS Global Services as Senior Customer Associate

(September’ 2008 – December, 2010)

* Airport Travelers Shop as Counter Sales Executive

(October’ 2007 – June’ 2008)

**IT SKILLS**

* MS Office and SQL
* QA10
* Citrix
* EPIC
* Sagitta

**PERSONAL DETAILS**

Nationality Indian

Date of Birth 8th April 1986.

Marital Status Married

Driving License No

Expiry date 14th July’ 2026

Visa status Currently on visit visa/ Work visa required

Languages Known English, Hindi and Marathi