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| BHAVESH BHAVESH.335205@2freemail.com   |  |

**Career Objective**

I am a dedicated individual with a focus on completing the task given to me in the allocated time with utmost dedication. I am also very committed to the organization I represent.

Educational Qualifications

* Graduated under commerce stream (B.Com) from Mumbai University in the year 2012.
* Completed higher secondary studies (H.S.C.) from Maharashtra board in the year 2009.
* Completed secondary studies (S.S.C.) from Maharashtra board in the year 2007.

**Work Experience**

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| **Duration :** March 2016 – July 2016 **Employer :** Advanced International Employment Service.**Designation :** Accountant**Location :** Abu Dhabi (U.A.E.)**----------------------------------------------------------------------------** |   |

* Accounting of sales invoices.
* Handling the receivables by following it up with the customers.
* Solving the issues with customers with regards to collection.
* Manages the team of collection persons.
* Provide update on the pending invoices & its reasons to concerned department.

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| **Duration :** February 2014 – September 2015 **Employer :** HDFC Bank Ltd.**Designation :** Assistant Manager**----------------------------------------------------------** |   |

* Working with RM’s to resolve customer queries.
* Handling technical query of RM’s while accessing the internal application.
* Updating customer’s portfolio.
* Verifying Online Transaction Slips (OTS) and signature and email verification of customers.
* Uploading the daily transaction data in the server.
* Training new joinee.
* Tracking all the new customers created by the sales RM’s and maintaining the Track in system by Customer ID, RM code & RM’s Name.
* Processing Unique Customer Identification Code (UCIC) as per the mandate received form Reserve Bank of India (RBI).
* Preparing and publishing the MIS to the Senior Management, this is auditable activity.
* Rejection Scheme code in Telesto & sending the rejection mail to advisors.
* Handling all the Net banking queries.

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| **Duration :** May 2013 – January 2014 **Employer :** First Source Solutions Pvt. Ltd **Designation :** Senior Customer Service Associate |  |

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* Resolving queries of customers pertaining to Internet banking and general banking query through mail.
* Highlighting the bug’s reports while accessing internet banking website.
* Raising the service request, critical request and complaint on branch and Technical team on requirement.
* Handling technical query of customers while facing the issue to access internet banking.
* Co-ordinating with branch for final resolution.
* Buddying new joiners for trading them and helping them solve their queries.
* Working on EOD MIS reports, to submit to the manager.
* Received letter of Appreciation for the contribution and exemplary performance during the backlog situation time.

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| **Duration :** May 2012 –April 2013**Employer :** WNS Global Service**Designation :** Operations Associate**-----------------------------------------------** |  |

* Working as a Customer Service Associate for Manual Claims, worked for British Airways Passenger Ticket Refunds process.
* Checking quality of the production done by the staff member and thus responsible for the Team’s performance and maintaining the daily report.
* Assisting new agent by providing training and giving them a Second level Support.
* Resolving Client Query through emails.
* Processing refund request from passenger/Agent/BA station.
* Refunding fully unused/partly unused ticket on Amadeus.
* Drafting the letters for passenger’s service issues.
* Received letter of Appreciation for the contribution and exemplary performance during the backlog situation time.

 **Extra Curricular Activities**

* Participated in Inter College Cricket/Carrom tournament held in the year 2011.
* Actively been a part of a social organization in organizing the blood donation camp.

Personal Details

Date of Birth : 30th May, 1991

Age : 24 years

Marital status : Single

Languages Known **:** English, Hindi, Marathi, Tulu & Kannada.

Country : India

I hereby declare that, the above details are true to the best of my Knowledge and belief.

Date: