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# POOJA

Email: pooja.335459@2freemail.com

**PROFILE SUMMARY**

* Offering over 3 years of work experience including in Customer Service, Accounts Receivable & Branch Operations.
* Possess extensive knowledge of handling complete backend activities smoothly
* Experience in approaching potential customers with the aim of handling customer issues to ensure customer satisfaction.
* Possess motivational management style with a record of being able to deliver positive results independently & under pressure

**CAREER OBJECTIVE:**

I am looking ahead to work in a professional, growth oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player, I can thrive in a high-pressure environment, enjoy the challenges of meeting deadlines and work in a team.

STRENGTH & SKILLS:

Good analytical, interpersonal, communication & listening skills coupled with dedication and sincerity towards the assigned job.

**OTHER QUALIFICATIONS**

\* Complete knowledge of computer operating system – MS Word, MS Excel, PowerPoint, and Internet

**EXPERIENCE**

Working as **“Asst. Manager Operations”** with **M/s Kotak Life Insurance** from 14thJanuary 2015 to 30thNovember 2016.

**Key Responsibilities**

* Ensuring that the company policies are being adhered to.
* Timely banking of cash and cheques and performing bank reconciliation and controls.
* Handling customer queries and issues through phone calls and walk-ins and ensuring utmost customer satisfaction.
* Maintenance of Branch hygiene and coordination of administrative requirements
* Support Function for other departments
* Ensure all Audit requirements are met by maintaining the required data.
* Conducting monthly meetings with branch manager with regards to changes in process.
* Achieving individual productivity and performance
* Logging the new business and Agency forms received from sales team on daily basis.
* MIS data analysis on daily and monthly basis
* Providing Training to New Joiners of Branch Operations on latest updates & guidelines.

Worked as **“Accounts Executive”** with M/s G4S Secure Solutions India Pvt Ltd. from 15thJuly 2013 to 12thJanuray

 2014.

**Key Responsibilities**

* Keeping track of collections received from customer.
* Interacting with customers regarding information about their bills and resolve their queries pertaining to bills if any.
* Booking account receivable entries in ERP system & maintain and update collection report on daily basis.
* Assist GM Accounts in monthly book closing.
* Invoice preparation & scrutiny of customer.

**Appreciation & Recognition**

* Felicitated with appreciation letter from customers for best customer services
* Awarded Certificate of Excellence gaining 3rd position in Maharashtra Region for Stale Cheque.
* Consistent Performer through avoiding rework at branch level and duplication

**Competencies**

* Quick learner & adapts well to changes and pressure in work place
* Managing relationships & working efficiently with diverse groups of people
* Committed to meeting deadlines and schedules
* Leadership skills to lead projects & handle work independently

**EDUCATION BACKGROUND:**

|  |  |  |
| --- | --- | --- |
| Course / Degree | **Institute / Board** | **Grade** |
| B.Com {Banking & Insurance} | Mumbai University | I |
| H.S.C | Maharashtra Board | I |
| S.S.C | Maharashtra Board | II |

**LANGUAGES KNOWN**

English, Hindi, Marathi, Kannada (Speak, Read, Write) Tulu (Speak).

**HOBBIES**

Music, Travelling.

**DATE OF BIRTH**

10h September 1992

**MARITAL STATUS**

Married

Visa Status: - Visit Visa

**REFERENCE**

Available on request