Dear Sir/Madam,

I am writing to express my interest to apply for a suitable vacancy in your organization. I have attached my resume to give you a brief idea about my work experience.

I initially started working as a technical assistant in an MNC in a B2C work profile that dealt with the internet service connection for the US customers. I then switched to a customer service profile in the MNC and worked in a B2B profile as a Process Assistant in Account Payables. I have handled various transactions which has undertaken between the NHS organization in the UK and their business partners and suppliers. I have looked after their various queries of Pos, Invoices and Payments and have dealt with the escalations, complaints and disputes. I have also worked as a quality analyst to access inbound calls handled by the process associates in order to improve their scores that will eventually improve the quality and the efficiency of the project. I have been assigned various roles in my last organization and I have dealt with all my works on time without any delays. I possess a pleasant personality, open to feedback and the ability to multi-task.

Thus, I have acquired varied skills and knowledge to understand the business requirements. I have the ability to adjust in any kind of environment and interact with diverse set of people acquired in my previous work experience. Additionally, I am proficient with all basic computer programs used in business process and communications.

I am industrious, team spirited, hardworking and eager to learn new techniques to enhance my career path in the international job market.

I have excellent recommendation from my past employer for being extremely hardworking, quick to learn, supportive and committed towards my work.

Yours Sincerely,

|  |
| --- |
| **Mary** **Mary.342861@2freemail.com** |



|  |
| --- |
| **Employment Record****Subject Matter Expert – Sopra Steria Ltd. New Delhi (March 2011 - January 2017)**I joined the organization as a process assistant in a customer service profile in Accounts Payables for the UK client – NHS (National Health Services). I was a part of Finance and Accounting in a Shared Business Services run by the NHS organization in the UK. It was an inbound voice process, volume of calls varied from 1000 calls to 2500 calls per day handled by 60 FTE.My role as a Subject Matter Expert:* Supervise the work and address the real time queries of the people on the production floor, handled escalations, complaints, disputes and dealt with some critical transactions for the client.
* Worked as a Quality Analyst within the process which included listening to the recorded and live calls of the advisors, 3 to 4 calls for the average performers and 8 to 10 calls for the bottom level performers per day, monitor and advise them a feedback for their improvement and better performance.
* Worked as an acting Team Leader for the on job training batch to mentor and assist the new team members to go through their initial phase of system practice, activation of their IDs and system credentials and take care of complete on-boarding and providing process knowledge to new team members. Conducted team sessions and meetings to discuss their week on week performance and address their queries.
* I have been a part of meetings and discussions for a feedback and suggestions to identify the best way to evaluate performance that will help an organization recognize problems and increase its effectiveness.

**Customer Care Executive – Exl Services Ltd. New Delhi (July 2009 – March 2011)**I worked as a customer care executive in the Utility service industry for the UK Client – Scottish Power in a blended (B2B) work profile with 70% of back office work and 30% of outbound calls to be made per day. This job required me to look after the Electricity, Gas and Water usage consumed by the people in the UK for domestic and business purposes.My role as a Customer Care Executive:* Validate correct information in the billing process before release for payment.
* Keep an up-to-date record of the bill payments.
* Re-checking, investigation of accounts on disputed bills.
* Make outbound calls to resolve disputes with 3rd party suppliers.
* Provide training and support to the new team members to help them understand the customers query and avoid errors and incorrect transactions.

**Senior Technical Support and Sales executive – Wipro, New Delhi (March 2007 – May 2009)**worked as a Technical Support Analyst and Sales executive in the MNC for the US Client – Verizon (Broadband Internet Service Provider).My role included:* Promoting and selling computer products and internet service to customers.
* Attend inbound calls made by US customers to query their internet service related issues and provide solutions to fix their problems.
* Assist the customers to fix their connectivity issues and provide support on internet service.
* Provide assistance to set up, create and manage their online/offline email accounts.

**Trainings:*** People Management Skills
* Leadership and Time Management skills
* Attended Six Sigma Yellow Belt Training

**Expertise and Strength:*** Admin Assistant
* Multitasking
* Customer Service
* Publish KPIs
* Client Interaction

**Academic Qualification:*** Year 2006: Bachelors in Arts North Bengal University (Gangtok, Sikkim)
* Year 2003: 12th Passed from West Point Senior Secondary School (Gangtok, Sikkim)
* Year 2000: 10th Passed from Paljor Namgyal Girls Senior Secondary School (Gangtok Sikkim)

**Personal Details:****Date of Birth** : 10th August 1983**Nationality**  : Indian**Marital Status** : Unmarried**Language known** : English, Hindi, NepaliI hereby certify all the information contained in this resume is true and complete to the best of my knowledge.Applicants Signature |