|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **JAYESH**  **E-mail –** [**Jayesh.353635@2freemail.com**](mailto:Jayesh.353635@2freemail.com) | | | |  |  |  | | --- | --- | --- | |  |  |  | |
| **Profile Summary** | **STRENGTHS**   * *Preparation of Monthly Forecast & Analysis of Variances* * *Checking of Day-to-day Vouchers, Invoices & booking* * *Pay-roll Management & Employee Benefits Statements* * *Preparing Sales Reports & analysis of the same.* * *Fund , Inventory Management & Handling Petty Cash* * *Preparing schedules for various Month end Provisions* * *Self-driven personality coupled with problem Solving abilities.* * *Team Leader and Team motivator* * *Communication skills and Interpersonal relationships* * *Time management* * *Quick learner and willingness to learn* * *Positive outlook towards life with strong backing of self-confidence.* | | |
| Dedicated & versatile Administration professional with more than 9 years of progressive work exposure in the domains of Administration, Customer care, Branch operations and Imaging/documentation. Possess large spectrum of experience comprehensive management reports and also having a strong track record of delivering top performance. Additionally, with my qualification and experience, I can undertake difficult mandates and meet tight deadlines. I am persistent, reliable, dedicated, and meticulous and detail oriented. Other skills include work-distribution/delegation of responsibilities, multitasking, prioritizing and organizing. Presently seeking a supervisory work profile to use diverse skills and maximize the potential of gained experience. | | . | |

|  |  |
| --- | --- |
| **Achievements** |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| * Promoted in job responsibilities from Senior Associate to Assistant Manager due to excellent efforts and outstanding performance demonstrated at EXL Service Holdings Inc. * Was able to submit the daily, monthly & yearly reports on time. * Established and maintained strong and lasting relations with Management, clients, colleagues and staff. * Received ‘Shining Star’ Award as recognition of best performance (2013) in EXL Service Ltd.  |  |  | | --- | --- | | **Experience Snapshot** |  |  |  |  | | --- | --- | | **Assistant Manager,** EXL Service Holdings Inc.**, Kerala**. | Sep 2009 – Feb 2017 | | **Customer care Executive,** Reliance Life Insurance Co Ltd**, Kerala** | Mar 2007 – Sep 2009 | |

|  |  |
| --- | --- |
| **Proven Job Role** |  |
|  |  |
|  | |
| **Assistant Manager** Sep 2009 – Feb 2017  **EXL Service Holdings Inc, Kerala, India**  (Finance and Accounting – Admin and documentation department)  **Key responsibilities:**   * Responsible for achieving good quality result and production for the company. * Responsible for creating documentation for each client. * Responsible to ensure quality work and monitoring work progress. * Responsible for reply to emails receiving from the clients/management team with required information without any delay. * Responsible for handling new joiners and assist to the HR team for the interviews. * Managing a team of 10 members in Imaging/scanning division. * Managing 42 clients Imaging/documentation process. * Monitor the SLAs of various clients and adhere to the targets. * Work-flow management, Preparation of all the required reports to management on time. * Handling various clients and projects and monitor their performance. * Analyzing Team’s performance and evaluate it through appraisal process. * Preparing monthly Utilization/Error TAT/SLA/B&B reports * Motivating the Team to improve their performance and create a better professional relationship with all the clients and projects. * Convening Team meetings on a regular basis and make them to focus on quality through process improvements. * Co-ordination with technology & development team to resolve any issues related to the project. * Image Tracking Tool (ITS) configuration. * Work-distribution/delegation to team members. * Responsible for arranging meeting rooms, preparing agenda and minutes of the meeting with full details. * Responsible for submitting Office/team expenses to the ERP with in time. * Responsible for conducting DEMO to the new clients. * Attending phone calls from the US client side. * Conference calls and live meeting with clients and managements. * Management reporting, variance, cost analysis & Dashboard Preparation * Compiling and sorting documents, such as invoices, cheques & sustaining business transactions. * Managing B-Prompt, ATLAS, iExcel, Impact applications and approving attendance & leave of the team members. * Co-ordination with transportation team for the cab arrangements for the team members. * Monthly one-one meeting with all team members for performance review analysis. * New idea submission in the AIM portal to improve the productivity, quality and time saving. * Responsible for supervising and monitoring all the people involved in the process of testing, installation and commissioning of the process control instruments.   **Customer care Executive** Mar 2007 – Sep 2009  **Reliance Life Insurance Co Ltd, Kerala, India**  (Insurance company – Branch Operations and Customer care Department)  **Key Responsibilities:**   * Operational: Insurance Application Processing, Scrutinizing Recruitment forms and Proposal forms, Underwriting and issuance of the policy, Clearing the CFR issues, Scanning, Maintaining Registers and trackers. * Customer Care: Handling customers query and renewal of policies. * Financial: Preparation of Petty cash, Branch reconciliation process, Renewal Receipting , Pay in Slip creation, CMS Banking, Maintaining Stamp Register, Commission cheque issuance and Handling E-pay system of the organization. * Human Resources: Handling joining, absconding and exit formalities of the employees, Employee leave card maintenance, Co-ordination of the IRDA exam and Co-ordination interviews. * Proposal form scanning: Scanning & uploading of receipted Proposal forms in Captiva. * Policy Printing: All issued policies are print and dispatching to customer, Maintaining tracker and registers containing the dispatching details.  |  |  |  |  | | --- | --- | --- | --- | | **Academic Qualification** | |  | | |  | |  | |  * **Bachelor of Arts – English Language and Literature** (University of Calicut, India)  |  |  | | --- | --- | | **Computer Proficiency** |  |  * Fully conversant with Windows, **MS Office**, **Lotus notes**, Basic & Dos * Hands on Experience in Software – **ITS**, **Filezilla, Life asia** * Certificate in Tally and **G** **Operator courses**  |  |  | | --- | --- | | **Personal Details** |  | |  | |   Age & Date of Birth 31, 10 – 12 - 1985  Sex & Marital Status Male, Single  Driving License Holding Indian Driving License  Languages Known English, Hindi, Tamil & Malayalam  Visa Status Visit (till 25 May)   |  |  | | --- | --- | |  |  | | |
|  | |