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| **JAYESH****E-mail –** **Jayesh.353635@2freemail.com** |

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| **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.*
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| 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. | .  |

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| **Achievements**  |  |

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| * 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.

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| **Experience Snapshot** |  |

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| **Assistant Manager,** EXL Service Holdings Inc.**, Kerala**. | Sep 2009 – Feb 2017 |
| **Customer care Executive,** Reliance Life Insurance Co Ltd**, Kerala** | Mar 2007 – Sep 2009 |

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| **Proven Job Role**  |  |
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| **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.

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| **Academic Qualification**  |  |
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* **Bachelor of Arts – English Language and Literature** (University of Calicut, India)

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| **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**

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| **Personal Details** |  |
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Age & Date of Birth 31, 10 – 12 - 1985Sex & Marital Status Male, SingleDriving License Holding Indian Driving License Languages Known English, Hindi, Tamil & MalayalamVisa Status Visit (till 25 May)

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