**OBJECTIVE**

To be associated with an organization that would give me scope to apply my knowledge and skills and be a part of the team that dynamically works towards the growth and thereby gain satisfaction in all aspects in the process and increase my horizon and knowledge.

# KNOWLEDGE & EXPERIENCE

* Working knowledge of Defined Benefits (pension benefits) related laws and regulations (preferred).
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
* Proficient in Microsoft applications like Excel and Word.
* Experience working in a team-oriented, collaborative environment.
* Excellent research, computation, and analysis skills with strong attention to detail.
* Strong organization skills with the ability to multi-task and drive and prioritize own work.
* Gained prolific working experience in managing Time office, managing administration & facility management, security administration, travel desk etc.
* Good communication skills.

# CAREER CHRONOLOGY

* From Nov 14th, 2013 to May 5, 2015 with Aon Hewitt as Team Member BOA.
* From July 23rd, 2015 to Aug 5, 2016 with MetLife Global Support Operations as Customer Service Representative.
* From Feb 6th, working with Dunia Finance as a Relationship Officer.

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| --- |
| WORK EXPERIENCE |

**AON Hewitt – Team Member**

The position is responsible for Defined Benefits (pension benefits) related laws and regulations (preferred).We identify issues and processing delays.

* Responsible for delivering timely and accurate results for the non-automated pension calculations and associated processes for one to several of our largest Benefits outsourcing clients.
* Ensure quality and timeliness of work performed.
* Analysis, Research, and Execution of Tasks – As an analyst, will have a queue of tasks to complete each day that will be measured for timeliness and quality. Various tools (e.g. - excel), systems (e.g. TBA, Workflow), and documents (e.g. client plan requirements, SOPs) will be used in order to complete the assigned tasks. Some tasks will require working with peers, the BOM, or the client team in order to complete the task.
* Identify process improvement opportunities by identifying issues, processing delays, trends, and barriers to quality and/or timeliness.
* We will be expected to work independently while analysing and researching our assigned tasks as well as contribute to the goals and targets of the team.
* Develops and documents benefit related processes and guidelines.

**MetLife-Customer Service Representative--**

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs.

**Key Accomplishments:**

* Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Became the lead “go-to” person for new reps and particularly challenging calls as one of the company’s primary trainers of new and established employees.
* Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**Skills acquired at Aon and MetLife –**

* Lean trained and tested
* MS Office - Excel
* Analytical / reasonability skill set / researching
* Multitasking / time management
* Communication skills / consulting with client teams
* Teamwork - team and individual targets
* Process improvements
* Working independently
* Learning agility
* Quality Mind-set.

***DUNIA FINANCE LLC UAE (Dubai)***

* ***Position*** Relationship Officer
  + ***Role & responsibilities***: Sales Task Force –Consumer Products
  + Make direct interaction with customers
  + Meeting Sales targets of Personal Loans and Auto Loan
  + Keep proper follow-up by calling and keeping
  + customers up to date on their application status and approvals

Calculation of DBR (Debt Burden Ratio), mark up/interest charges and service charges

**Academic Credentials**

* M.Com from Lucknow University in 2013.
* B.Com from Lucknow University in 2011.
* All India Senior School Examination in 2008 I.S.C
* All India Secondary Examination in 2006 I.C.S.E

# HOBBIES

* Listening music
* Surfing Internet
* Gym

# PERSONAL DETAILS

* Date of Birth : 2nd,March 1990
* Marital Status : Single
* Languages Known : English, Hindi
* Present Location : Dubai,Uae
* Visa Status : Employment Visa

I hereby confirm that the aforementioned information is true to the best of my knowledge.

Date \_\_/\_\_/\_\_ Signature: Arpit