# 

# Surtee

**Email-** [**Surtee.372966@2freemail.com**](mailto:Surtee.372966@2freemail.com)

* **OBJECTIVE**

Looking for challenging career, where there is scope for demonstration, always on a look out for a positive and bigger outlook, rigorous thinking and boundless curiosity, sets levels and standards that exceed expectations, have fun attitude in everything, bottom line resistant with the organization and a learner for life.

* **Academic profile**

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| **Year** | **Institute/university/board** | **Qualification** |
| **2011** | University of Delhi (Zakir Hussain College) | B.COM |
| **2008** | CBSE. BOARD | H.S.C.(Standard XII) |
| **2006** | H.S.MANIPUR. BOARD | S.S.C. (Standard X) |

* **work Experience**

**# MetLife Global Support Centre Pvt,Ltd Company in New Delhi India from 6th May'2014 to August 31st'2017.**

Careers as Senior Insurance Associate and Office Admin.

• Over 3 and half years i worked as Senior Insurance Associate and in admin office.

• For 2yrs i worked for insurance policy for US clients.

• Client submit thier documents through MetLife Global Support Centre in US and that has been scan and send to our office in MetLife India through specific application and emails.

• We worked on different types of Insurance Policy ( long & short terms)

• There is no direct contact with clients as per instructions.

• Any doubt and verification done with onshore calls and emails and online chat.

• We worked for each client case for dialy bases. It takes 40mins per case to process.

• We research on client documents and do data collection of the case as per the documents.

• After data collection of client details we submit to the case to underwriting for further auditing of the case.

**# In 2016 through IJP in the same organisation i was moved to admin office taking care of front office for almost 2yrs.**

• Greetings visitors and solving their quiries.

• Responding to phone calls both inbound and outbound for any queries.

• Takes care of office supplies and materials.

• Maintained confidential files and records of office carefully.

• Scheduled and maintaining employees training room and meeting room for managers.

**# Genpact Global International Pvt Ltd Company (BPO) in New Delhi India from April'2012 to 2014.**

Careers focus as Process Associate Banking Operations for Australia Asgard Bank Australia clients.

• Key skills include transaction of money and reconciliation of money from account to account and roll over funds to different clients.

• All types of worked through Citrix applications of the organisation highly confidential app.

• Worked on more than 7 main application for all the transactions of funds.

• worked on SLA on daily basis to complete the work.

• In case of doubt of any transaction of cases directly contact to states side or onshore for verifying.

• contact through calls or emails and online lync.

• final auditing of the case done and reporting to supervisor for submitting the case for all transactions.

* **AREA OF INTEREST**

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| **AREA** | 1) Accountant  2) Insurance  3) Office Admin  4) Logistic |

* **KEY STRENGTHS**

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| **KEY STRENGTHS** | Good communication and interpersonal skill, sincere and hard working in tough demanding situations. |

* **COMPUTER PROFICIENCY**

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| **TECHNICAL** | Working knowledge of MS Office 2003 ,2007 And 2010,Excel, PowerPoint. |
| **operating systems** | Windows 98/2000/XP/VISTA/Windows 7/8/10  Installing software and Application standards. |

* **personal profile**

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| --- | --- |
| **CONTACTS** |  |
| E-mail- [**Surtee.372966@2freemail.com**](mailto:Surtee.372966@2freemail.com) |
| **DATE OF BIRTH** | 12THSeptember 1990 |
| **languages** | Hindi, English. |

* **PASSPORT DETAILS**

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| **Visa Status** | **Visit visa valid till 28 November 2017.** |

* **DECLARATION**

I hereby declare that all the information provided by me in these curriculum vitae is factual and correct to the best of my knowledge & belief.

## DATE:

**Surtee**