‍‍Vijay

| vijay.376379@2freemail.com

Objective

To dedicate myself to a professional organization, which provides me an opportunity for my personal growth and wherein I can be a contributing member to the success of the organization.

Education

* + B.Com (Computers) [2010-2013] from Haindavi Degree College
	+ Intermediate (M.E.C) [2008-2010] from Gowtham Junior College
	+ S.S.C [2008] from Xavier memorial high school

Work Experience

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | From | To | Designation |
| ADP India Pvt. Ltd | 25th Jan 2016 | 22nd Dec 2017 | Sr. Process Associate |
| Genpact India | 22nd July 2013 | 18th Jan 2016  | Process Associate |

**Role in ADP Pvt. Ltd:**

Financial Assistance: Recording the roll call (Estimated revenue) for new business sold and facilitating the commission payout to the sales and handling Incentive Compensation related enquiries

**Responsibilities:**

* Solving the issues related to commissions for the sale of new business
* Ensuring the queries are solved within the Turn-around time
* Publishing weekly and monthly reports to show where the business stands
* Training the process to the new hires
* Performing Sales Audit to check if the commissions were paid correctly
* Refunding the clients amounts if required

**Achievements:**

* Received appreciations directly from a sales’ manager for the assistance I have provided
* Learnt the process quickly and started handling independently.
* Received 9 awards for the insight expertise in the process
* Became an integral part of the team in a short span of time
* Taken the responsibility of training the new resources
* Received a spotlight award from a Sales Manager

**Role in GENPACT India:**

Joined GENPACT as Process Associate in July’13; worked with Travelers Insurance Company as Account Processor.

**Travelers Insurance Account Processor:**

Account processing deals with the processing of insurance accounts of the policy holders in USA. Which include home, auto and valuable items insurance. Account processing includes: Quoting the premium amount if the insured wants to make any changes regarding the coverage amount of the insurance or any other changes in the policy (or) making changes to the policies as requested (or) writing new policies and issuing them on customers’ request and processing all the miscellaneous requests of the policy holder or the insurance agencies.

**Responsibilities:**

* Worked with one of the customer facing processes in account processing with a turnaround time (TAT) of 24hrs, ensuring the deliverables on time without any TAT miss out.
* Preparing daily reporting like start of the day (SOD) and end of the day (EOD) volumes and allocating work to the team.
* Giving process trainings to the new hires.
* Internal quality analyst for new hires and team as well.
* Giving assistance to the peers by handling the queries in the process.
* Conducting monthly Process Knowledge Tests (PKTs) to the team and publishing scores.
* Giving monthly process refresher trainings, sharing the process updates and query resolutions with the team.
* Preparing process dashboards.

**Achievements:**

* Received 3 bronze awards.
* Cleared insurance boot camp conducted by Genpact for insurance vertical.
* Taken the responsibility of training the new resources within short span of time.
* Taken initiative in transition of new process and succeeded making the process stable by maintaining 100% accuracy and got appreciation.

Skills & Abilities

* Fundamentals of communications
* Microsoft excel
* Conference call handling

**Strengths:**

* Quick learner
* Ready to accept new challenges
* Good Communication Skills
* Ability to adapt to changing requirements/tasks
* Keen team player with ability to work in a team and individually

Personal details

Languages Known : English, Telugu & Hindi

Marital Status : Single

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