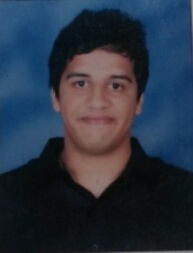
**

**Vaibhav.**

[***viabhav.379322@2freemail.com***](mailto:viabhav.379322@2freemail.com)

*C/o-****Phone-******+971504973598***

|  |  |  |  |
| --- | --- | --- | --- |
| ***STRENGTHS***  *Passionate*  *Keen learner*  *Team Player*  *Innovative*  *Interpersonal Skills*  *Efficient*  *Flexible*  ***ACADEMIA***  *Graduate in Commerce*  *University of Pune (2010)*  *HSC*  *Maharashtra State Board -Year 2007*  *SSC*  *Maharashtra State Board -Year 2005*  ***COMPUTER KNOWLEDGE***  *Computer Proficient*  *And fluent in MS Office.*  ***PERSONAL***  ***INFORMATION***  *Date of Birth: 22.12.1988*    *Sex : Male*  *Marital Status: Single.*  ***D.O.E: 19/02/2024***  ***LANGUAGES KNOWN***  *English,*  *Hindi, Marathi &*  *Gujarati.* |  | |  | | --- | | **Experienced professional with passion & ambition to excel with organization of repute and to obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work in a team.** | |
| **OBJECTIVE**   * To work with customer service management where my experience can be utilized to improve customer satisfaction. * Seeking long term employment in an organization where I can grow professionally and personally and further enhance my skills, knowledge and experience. |
| **PROFESSIONAL EXPERIENCE**  Name of the Company: **WTW Global delivery and solutions India private Limited**.  Willis Towers Watson is a Multinational Risk Advisor, Insurance Brokerage and Reinsurance Brokerage Company.  **Duration**: April 2011till March 2018.  **Job Designation:** **Specialist**.   * **Processing payments** to clients, carriers and brokers with 100% accuracy. * **Reconciling carrier and broker statements** and work on resolution of discrepancies. * **Intercompany** and debtor/creditors reconciliation. * Clearing **suspense** account funds and **GL outages**. * Update **accounts receivable** and issue invoices**.** * Working on credit collection from carriers/brokers to initiate disbursement to insured. * Closing **month end activities,** assisting with preparation and analyzing of **cash management report.** * Reporting of debtors and creditors aged wise. * **Reviewing and answering emails** to the insurance companies or brokers and client managers. * **Attending Weekly Calls** with the stakeholders. * **Reconcile financial discrepancies** by collecting and analyzing account information. * **Quality Check**- Part of quality check team, approving payments of other team members, processed to insurance companies, brokers & clients * **Training** & **Mentoring** new associates. * Been part of **process improvement** project. * **Gap analysis** within the process and building robust action plan for continuous improvement. * **Conduct weekly audit** of other team members to ensurethat process SOX is adhered to**.** |
| **EXPERIENCE cont.…**  Name of the Company: **Zenta India Private Limited**  **Duration**: October 2010 to April 2011.  Job Designation: **Sr. Customer Service Executive (CSE)**   * Working in **Credit card Collection process for JP Morgan Chase** bank. * **Handling Outbound Calls of existing customers** and assisting them. |
| ***EXTRA CURRICULAR ACTIVITIES***  *Playing football, Trekking,*  *Listening to Music & Reading books.* |  | **SPECIAL Achievements**  **Loyal Service Award for successfully completing 5 years in the organization in April 2016.**    **Received team award for excellent transition and handling Canada accounting in Mumbai. (September 2017).**  **Active participation in Change advisory board meetings held once a month on behalf of CP Process.**  **Received certificate of recognition for leading project team in year 2016.**  **Also merited 2 times with Star Employee of the Month Award for achieving highest productivity and quality.**  **State Level Footballer: Team Maharashtra (School Games Federation of India).**  **Represented Nashik City twice in Football.**  **Represented WTW & was a member of the winning team in Corporate Football Tournament (The Legends Cup), Mumbai.** |