**

**Vaibhav.**

***viabhav.379322@2freemail.com***

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

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| ***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.* |  |

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| **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.** |

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| **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.
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| **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**.**
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| **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.

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| ***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.**  |