|  |  |
| --- | --- |
| **RAGHUVAR**  **E-mail:** [**raghuvar-392797@2freemail.com**](mailto:raghuvar-392797@2freemail.com)  **Visa Status: Visit Visa**  **Career Objective** |  |

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

**Professional Experience**

**Client Center- Gallagher Service**

**Aug 2015-May 2019**

**Designation:Process Analyst (Claim settlement)**

**Duties & Responsibilities-**

* Analyze and investigate complicated insurance claims to help prevent fraud.
* **Reporting** (Restricted client report, Preparation of dashboard, unpaid transaction reportPreparation of process review) etc.
* Preparation of process review on monthly basis.
* Releasing payments via cheque, query handling in regards claim settlements.
* Review and process new claims reports and court verdicts.
* Organize and present claim review plans.
* Negotiate settlements.
* Responsible for drafting and sending the Correspondence Letters to the Client.

**Bank of New York Mellon, IndiaApr 2014-Jul 2015**

**Designation:Process Executive (Finance settlement)**

**Duties & Responsibilities-**

* Issuing payments (CHAPS / BACS / SWIFT / IBAN) and preparing spreadsheets of the daily payments made to the clients & investigation.
* Settlement of deals and releasing of payments via cheque or Telegraphic transfer to Client, Executor, Solicitor and Power of Attorney as per defined procedures by the Management Companies.
* Journalize & Reconciliation the transaction and Tax as per dealing.
* Involved in research part for finding out the missing deals or any pending money in client account.
* It also includes investigation part like any pending markers from Anti Money Laundering, Financial Crime Marker or any hold or Restrain and the reason behind.
* **Call monitoring:** Call monitoring in regards settlement & hold payment.
* Calling to customer in regards pending documents requirement, settlement, banking issue.
* making calls for data migration process if any discrepancy.

**Shoppers Stop Pvt. Ltd, India Aug 2009-Sep 2011**

**Designation: Customer Care Associate & Cashier**

**Duties & Responsibilities-**

* Greet customers and provide an enjoyable shopping experience for all customers.
* Respond to customer requests in a timely manner.
* Operate the point of sale pursuant to corporate standards; maintain proper cash levels.
* Resolving phone, walk-in, mail, fax, and email customer inquiries.
* Processing and logging incoming calls into CRM system.
* Identifying customer needs.
* Forwarding and escalating inquiries to relevant individuals and departments.
* Contacting customers to give them accurate feedback on the progress of their inquiries.
* Providing outstanding customer service.
* Updating customer information as required.
* Manage transactions with customers using cash registers.
* Scan goods and ensure pricing is accurate.
* Collect payments whether in cash or credit.

**Educational Credentials**

* + - B.com in Finance from YCMOU, India in 2013.
    - 12th from Uttaranchal Board, India in 2006.
    - 10th from Uttaranchal Board, India in 2004.

**Additional Qualification**

* Diploma in financial Accounting from Headway education circle New Delhi in 2012.
* CIAP (Certified Industrial Accountant Plus) From ICA Pune in 2011.

**Technical Skills**

* MS Office
* Banking and Finance Applications and Software.

**Personal Profile**

Nationality : Indian

Date of Birth : 10thJan 1987

Sex :Male

Marital Status : Married

Languages known: English& Hindi

**Declaration**

I hereby declare allthe above details are trueand correct tothebestofmyknowledge and belief.

**RAGHUVAR**