**DIVYANKA**

 divyanka-392829@2freemail.com

**Career Objective:**

To excel in any given field and use my talents and abilities to contribute to the growth of the organization.

**Skills & Experience:** An Accounts Assistant with 2 years of experience, Customer service executive, Global recovery, UK chat process for British Gas, Gebbs healthcare solutions for insurance. Proved to be good at all given time and tried to attain higher goals

# Work Experience:

**WNS Year: Feb 2019 till Present**

**Designation – Sr. Associate Process – Centrica (Chat Process)**

**Role & Responsibilities**

* My responsibilities includes solving customer’s query, helping them with the relevant information, informing them about the benefits of the plan, to understand the customer needs and to give better customer service.

# SUTHERLAND GLOBAL SERVICES Year: Nov 2018 till Jan 2019

**Designation – Associate Account Management (B2B) Process – IAG Cargo**

**Role & Responsibilities**

* My responsibilities includes solving clients query, helping them with the relevant information, going an extra miles for client’s satisfaction, tracking the shipment and helping the Global Recovery team.

# GEBBS HEALTHCARE SOLUTIONS Year: July 2018 till Oct 2018

**Designation – AR Associate Trainee Process – Steward**

**Role & Responsibilities**

* My responsibilities includes coordinating with the insurance companies, to check patient’s bills and get the relevant information from the insurance company and to do the necessary changes in the bills for the correct bill generation.

# KAMDHENU REALITIES (Builders’ Firm) Year: 2016 till 4th June 2018 Designation – Accounts Assistant

**Role & Responsibilities**

* My responsibility includes working with spreadsheets, [sales and purchase ledgers](https://www.totaljobs.com/careers-advice/job-profile/finance-jobs/purchase-ledger-clerk-job-description) and journals.
* Calculating and checking to make sure payments, amounts and records are correct.
* Sorting out incoming and outgoing daily post and answering any queries.
* Managing petty cash transactions.
* Controlling credit and chasing debt.
* Collate purchase orders and purchase requisitions in order to order materials, goods and supplies and send them to the suppliers.
* Review inventories and order as required.
* Interact with the suppliers on a day to day basis.
* Review deliveries against the orders and to track the status of any orders.
* Deal with non supplied, under orders, over orders and damaged goods.
* Auditing with receipts and tally account.

# LIONESS AND LIONS CLUB (Multi-Specialty Hospital) Year: 2015-2016 Designation – Front Desk Executive

**Role & Responsibilities**

* My responsibilities includes hospitality, managing patients and taking details and keeping track of payments and office works such as files and records of each and every individual in use of the facility, Daily Operation Reports, daily and monthly revenues and cash total.

# Educational Qualifications:

* HSC from the Maharashtra State Board in March 2016
* SSC from the Maharashtra State Board in March 2013

# Other Skills:

* Proficient in MS-Office tools in Word & Excel (Well versed with Excel Functioning etc.)
* Completed basic course of MS-CIT.

# Personal Details:

Date of Birth : 10th Sep 1995

Marital Status : Unmarried

Languages Known : English, Hindi, & Marathi Hobbies : Sports and Listening music.

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