**Hilton**

**MBA in Finance, Bachelor of Commerce**

 [Hilton-395071@2freemail.com](mailto:Hilton-395071@2freemail.com)

**Carrier Objective**

Adapting to different roles and responsibilities and putting to use acquired skills in the given field.

**Professional Summary**

**Financial Services in Mumbai, India**

**(Aug 2016-Oct 2019)**

**Grievance Redressal Officer**

* Responsible to evaluate grievances filed against the organization
* Reviewing and researching all the grievances within the organization to find the root cause of the complaints raised
* Catering to all types of complaints via Email/Letter/Social Media and Walk-in’s
* Maintaining daily MIS and present the data to the board of directors every quarter
* Holding meetings with the Reserve Bank of India to discuss closure of any complaints which are old and retrospective in nature
* Review policies and updating them based on any new changes/updates
* Hold refresher trainings and feedback sessions for the employees as and when needed

**Project Undertaken- Cassiopae (CRM system) and Chatbot**

* Testing and providing all the business requirements of the department to enhance the new system-Cassiopae
* Testing in the UAT environment identifying bugs and reporting it to the testing and developing team
* Helping in developing new requirements with new ideas in co-ordination with the developers
* Holding high level meetings with the project leads, IT heads and department heads to review the progress of the project and the way ahead

**Customer Support Unit**

* Responsible to cater to customers’ requests/queries and complaints via email, letter and walk-in
* Processing daily transactional activities of Pay-Off, Partial Pay-off, Re-Negotiations and Cancellations
* Maintaining daily MIS and confidential details of the clients and sharing a monthly data to the business
* Working on customer tickets and thereby maintaining the TAT for better and efficient productivity

**Consultancy Services in Mumbai, India**

**(June 2012 – July 2016)**

**Senior Executive and Project co-ordinator**

**CITI Bank- Australia Credit Operations**

* Evaluate and Lodge Application forms of customer’s in to Citi bank database.
* Verifying customers Incomes and Expenses authenticity.
* Auditing the customer's employment through Sensis and VAT application.
* Maintaining confidentiality of the customer documents.
* Correcting discrepancy of customer data for quick and authentic card dispensing process.
* Responsible for sending reminder emails for pending documentation.

**DMS-Dealer Management System (Volkswagen and Audi)**

* Resolving Dealer Issues and training them over the phone/Remote connection, therefore making the dealers independent of the various issues facing at the Dealerships.
* Meeting the required SLA’s, OLA’s and updating the dealer tickets without them breaching.
* Catering to Business requirements- Change requests, Dealership health checks.
* Coordinating with the system owners and Managers from business.
* Helped business to develop process improvements that lead to cost savings and quality improvements.
* Authenticity of Vendor tickets which helped in curbing issues therefore limiting further impact on business and customers at large.
* RCA (Root Cause Analysis) of repeated and new issues by highlighting them to the system owners and co-ordination with business.
* Tracking feedback and presenting regular updates to the senior management.
* Analysing and Monitoring recurring issues and provided solutions to curb them.
* Responsible for enhancing and developing DMS as per business requirement.
* Providing and assisting new joiners with DMS knowledge for their smooth transitioning.
* Undertaking need analysis and getting it implemented through the Vendor as per business requirement.

**Vodafone Hutchison Australia (Mumbai, India)**

**June 2009 – June 2012**

**Customer Service Operator**

* Analysed application tools used to solve customer queries and recommended constructive changes
* Handled high volume of telephone and email customer service issues
* Established and maintained contacts with new and existing customers for growth of the business
* Collected customer requirement analysis and presented it to the senior management
* Training, induction and coaching of new employees
* Conducting feedback sessions and monitoring the improvements suggested

**Educational Qualifications**

* Passed Secondary Education from Maharashtra State Board in March 2003
* Passed Higher Secondary Education from Maharashtra State Board in Feb 2006
* Passed Bachelors of Commerce from Mumbai University in March 2009
* Passed MBA in Finance from Atharva Institute of Management Studies in August 2016

**Acquired Skills**

* High impact presentation
* Grievance Redressal Training
* MS Office

**Personal Achievements**

* ACE award for reducing RBI ombudsman complaints
* Other work related appreciation emails

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| **Personal Information** | |  |
|  | Date of Birth | : 21st September 1988 |
|  | Nationality | : Indian |
|  | Marital Status | : Married |
|  | Languages Known | : English, Hindi, Marathi and Konkani |
|  | Visa Status | : UAE visit visa valid until 07 January 2020 |