

Saurabh Upadhyay
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SUMMARY

Detail-oriented Operations and Client Support professional with 4+ years of experience across application processing, billing operations, and customer service in high-volume, fast-paced environments. Proven track record of managing end-to-end processes, ensuring regulatory compliance, and consistently meeting SLA and performance targets. Adept at handling complex data, streamlining workflows, and delivering accurate, timely solutions. Strong analytical and communication skills with hands-on experience in SAP, Microsoft Excel, and CRM systems, focused on enhancing operational efficiency and client satisfaction.

CORE SKILLS

Client Support • Application Processing • Document Verification • Billing Operations • Data Analysis (Excel) • SAP • Zendesk • Email Support • Stakeholder Coordination • Problem Solving • Attention to Detail • Client Relationship Manager • Application Processing & Coordination • Document Verification & Compliance • Billings & Financial Operations • SLA & P Management • Process Improvement & Workflow Optimisation • Time Management & Multitasking

PROFESSIONAL EXPERIENCE

International Process Associate — Student Support Oxford International Education Group

Jan 2024 – Jun 2026

- Process and manage 50+ international student applications weekly, ensuring accuracy and compliance with admission criteria.
- Verify critical documents including passports, transcripts, and supporting credentials with 100% data accuracy standards.
- Issue offers letters based on eligibility, contributing to faster admission turnaround times.
- Handle student and client queries via Zendesk and email, maintaining high response efficiency and satisfaction levels.
- Collaborate with internal admissions teams to streamline workflows and reduce processing delays.
- Maintain detailed application records and ensure consistent service quality across all cases.
- Achieved high accuracy rate in application processing with minimal errors.
- Consistently met or exceeded SLA targets in high-volume environments.
- Recognized for strong client handling and issue resolution skills.

Process Associate — Billing Operations Teleperformance

Sep2022-Dec2023

- Managed end-to-end billing operations using SAP for a high-volume enterprise client.
- Generated and processed 100+ invoices weekly with high accuracy and compliance.

- Resolved client billing queries via email, improving response time and client satisfaction.
- Created and maintained Excel-based reports for tracking, reconciliation, and analysis.
- Reduced discrepancies by maintaining strong attention to detail in financial data handling.
- Coordinated with cross-functional teams to ensure smooth and timely billing cycles.

Client Support Executive, Upstox (via Epicenter)

Sep 2021 — Sep 2022

- Managed daily client interactions, supporting account-related queries and issue resolution.
- Delivered timely updates and maintained strong client relationships, improving retention and satisfaction.
- Maintained and updated client databases using Excel with high accuracy.
- Handled a high volume of support requests while meeting service-level expectation.
- Improved workflow efficiency through organized data management and record-keeping.
- Identified recurring issues and suggested process improvements.
- Achieved KPIs related to response time, resolution rate, and customer satisfaction.
- Demonstrated strong problem-solving skills in fast-paced environments.

TOOLS & TECHNOLOGIES

- Microsoft Excel (Data Analysis, Reporting, Pivot Tables, VLOOKUP)
- SAP (Billing Operations, Invoice Processing)
- Zendesk (Ticketing System & Customer Support)
- Microsoft Outlook (Professional Email Communication)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Systems (Client Data Management)
- Google Sheets & Google Workspace
- Slack / Microsoft Teams
- Document & Workflow Management Tools

EDUCATION

Bachelor of Mass Media, Shree LP Raval College, Mumbai 2019