



Career Objectives

To achieve excellence in my field through continuous learning and imparting that learning with sincerity and hard work.

Technical Skills

- MS Word
- MS PowerPoint
- MS Excel
- Seibel
- Tractus
- Citrix
- Ascribe
- Communication
- Interpersonal
- Target driven
- Self motivating
- Multi-tasking

Education

- Advance certification (B2) in French language
- Microsoft advance Excel training certification in 2016
- Bachelor of commerce(Pass) in 2011

Experience

Tech Cruizers Pvt. Ltd.

SME (Customer Support in French Language) 09/2020 to Current

- Processed invoices and verified accuracy against purchase order and contracts
- Handled vendor inquiries regarding payments and resolved discrepancies promptly
- Prepared and executed weekly or monthly payment using electronic fund transfer or checks
- Reconciled vendor statements and ensured all outstanding issues were addressed
- Maintained accurate and organized accounts and payable records and documentation
- Collaborated with procurement and receiving departments to resolve invoice discrepancies
- Assisted in month-end closing activities related to account payable
- Compiled reports on AP Aging, callflow, projection and Vendor performance.
- Managed customer relations by responding promptly to inquiries, complaints, and feedback.

Accenture India pvt ltd.

French Supervisor 02/2019 to 08/2020

- Responsible for the weekly reports including client's requirements and feedback
- Sharing feedback and performance analysis with the team
- Updating the SOP as per the changes made by client
- Handling customer queries through calls and chat
- Have been part of the process training program team for the newcomers
- Developing and updating customer-specific terminology databases.

Mercer India Pvt Ltd

Senior Analyst (Operations) 03/2014 to 02/2019

- Working on Defined Benefits Retirement Pension Plans

specially focuses on US Employees

- Benefits insurance market and US Legislatives pertaining to Employee Benefits
- Working on Siebel, Tractus and Excel to pull the reports and assigning the work within the team
- Setting up the payment of Participants at age he or she wants after retirement
- Completion of all work within the TAT
- Validating the paperwork received from Participants and setting up their payments
- Updating SOPs timely and documenting any changes made in process and to get the approval from onshore.

Personal Information

- Date of Birth: 12/08/1989
- Nationality: Indian

Languages

French, English, Hindi