

# CURRICULUM VITAE

LOKESH MOTWANI

Date of Birth: 27<sup>th</sup> November, 1993.

Email: **lokeshmotwani93@gmail.com**

Marital Status: Single

Mobile No: **9028294939**

## **Career Objective**

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## **Academic Qualification**

Exam	Institute/University	Year	%
B.COM	MUMBAI UNIVERSITY	March-2019	50.00 %
H.S.C	C.H.M. COLLEGE	March-2012	57.00 %
S.S.C	H.F.C. SCHOOL	March-2010	75.00 %

## **Experiences**

### **Wipro (November 2015- April 2018).**

Senior Associate ( Technical Issues consultant)

#### **➤ Responsibilities**

- Manage large amounts of accounts of U.S. Providers.
- Provide information, benefits & resolves healthcare claims.
- Handle complaints, provide appropriate solutions & alternative solutions within time limit.
- Follow Up to ensure resolution.
- Identify the needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open & interactive communication.
- Take the extra mile or resolution.
- Walking clients through basic troubleshooting or setup processes.
- Handled Team for 10 months as Acting Team Leader.

Owner at Own business of Oil Trading. July 18 - February 21

Worked as Oil Trader , Handled Sales and Post Sales and Developed whole business as well as Managed Inventories.

**Sutherland (Mar 2021 - April 2022).**

Technical Chat consultant (L1)

➤ **Responsibilities**

- Chat resolution.
- Giving First Chat Resolution .
- Maintaining Notes and creating service requests
- Giving tech solutions.
- Foster and Develop relationship with clients.

Working as Auditor in Aneja Associates from June 2022 till May 1st 2023.

➤ **It Forte:**

- Basic working knowledge of Microsoft office (MS Word, MS Excel, MS PowerPoint),
- Basic computer skills,
- Email Etiquette, etc.

➤ **Key Skills:**

- Excellent & Clear Communication Skills.
- Internet Savvy,
- Maintain Calm in events of Customer Dis-satisfaction
- Quick Learner,
- Adaptability,
- Patience,
- Intermingling with people.

➤ **Languages Known:**

- English,
- Hindi,

➤ **Hobbies:**

- Kitchen Gardening,
- Yoga,
- Making Organic Things at Home.