



# Rahul Bhat

## About Me

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Motivated and detail-oriented professional with experience in logistics coordination, payroll processing, and administrative support, seeking a challenging role in a dynamic organization. Committed to delivering accurate, timely, and efficient results while contributing to team success and operational excellence. Ready to leverage strong communication, organizational, and technical skills in a growth-focused environment.

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## Contact

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+971-556437570

Silicon Oasis Dubai, UAE

## EDUCATION

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**Mumbai University**

**Bachelor of Commerce**

**Completed in 2010**

## SKILLS

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- Proficiency in TN 400, AS-400
- Peoplesoft, ERMS
- SAP and Siebel Software.
- Basic Excel & Data Management.
- Shipping & Export Paperwork  
{Billing, etc.}
- Team Support & Multitasking

## WORK EXPERIENCE

### **NRN PVT LTD, ZAMBIA**

Feb 2024 Till May 2024

#### Job Profile: Sales Representative

- Developed sales strategy based on research of consumer buying trends and market conditions.
- Put together sales proposals and contracts.
- Inquired about current service level and offer upgrades.
- Buy the goods from the wholesaler and sell it to the company i.e. Shoprite, Choppies, peers etc.
- Work on the billing part for both buyer and seller.

### **WNS, MUMBAI**

Oct 2017- Till Jan 2024

#### Job Profile: Customer Service representative

- Working for Centrica process Solving queries of British Gas Customer's through email.
- Working on SAP/ Agent mark bench and ERMS see to it that queries are solved in time frame.
- Delivered High-quality customer assistance through an email and chat support platform, assuring top-tier service in order to maintain business development and accuracy.
- Resolved client issues and improve service levels by utilizing problem-Solving skills.
- Developed strategic ideas for managing challenges and addressing the unpleasant customer experiences while expressing compassion and empathy.

## SOFTWARE PROFICIENCY

- MS Office (Word, Excel, PowerPoint).
- Adobe

## PERSONAL DETAILS

Date of Birth: 16th July 1986

Languages Known: English, Hindi, Marathi, Konkani

Interests: Swimming, Driving

Currently on visit visa

### AON HEWITT, Mumbai

Dec 2014- Till May 2017

#### Job Profile: Senior Associate

- Managed U.S. payroll tax setup and related tasks using PeopleSoft
- Resolved employee tax queries with high accuracy
- Processed tax forms for CVS customers as per client guidelines
- Maintained 100% accuracy by following client standards
- Handled daily BAU payroll reports efficiently

### GEBBS HEALTHCARE SOLUTION, Mumbai

Aug 2013 to Nov 2014

#### Job Profile: Account Receivable

- Handling customer queries and providing information as per defined standards
- Working in Back office in Medical Insurance Department.
- Checking of all documents related to medical claims of the client.
- Checking of websites of patient denial and putting up the correct information. Use to work on AS400 software

### Tata Consultancy Services, MUMBAI

December 2010 to December 2011

#### Job Profile: Associate

- A part of my work profile, mainly consists working on Import & Export Manifestation System Software.
- Prepared and verified shipping documents including invoices and billing part.
- Coordinated with freight forwarders for timely dispatch and updates
- Maintained accurate records of inbound/outbound shipments using TN 400.
- Supported the logistics follow-ups and daily tracking.
- Ensure smooth workflow.