

Career Objective

To be associated with the reputed and professionally well managed organization which provide opportunities for growth & advancement and utilize the experience acquired in becoming a valuable team player in the industry.

Educational Qualification

Qualification	Educational Institute	Year of passing	Percentage
B.Com.	Delhi University (Corres.)	2012	52
XII	St. Edmund's School	2009	87
X	St. Edmund's School	2007	78

Personal Strengths

- Dedicated & Hard working.
- Flexible to working environment.
- Positive approach towards work.
- Open to feedback.
- Good & consistent performer.

Work Experience

GENPACT	From:	15-March-2013	Total Work Experience	Role
	To:	30-August-2014	1.6 years approx.	Process Associate

Mortgage: –

- Processing Electronic Consumer Loan (ECL) applications of different types of mortgage products.
- Verifying all the supporting documents required for processing mortgage.
- Post verification, generating Loan Account Number (LAN).
- Preparing loan documents as per Lending Documents List (LDL).
- Sending mortgage file to stateside team for printing in order to get it signed from the customer.

Accounts Receivable: – O2C Cash Applications

- Downloading client's bank statement at the Beginning of the day (BOD).
- Applying bank remittances against correct invoices (accounts receivable) of the customer on the basis of invoice number (**Fattura Numero**) mentioned in the remarks section.
- Parking unapplied remittances to company's suspense account and sharing details with the on-shore team through emails for further clarification on allocation.
- Daily reconciliation between Bank remittances V/s Applied remittances.
- Sharing daily reconciliation report with the on-shore team at the End of the day (EOD).
- Preparing vendors file at the end of the month for big vendors like Ricoh, Xerox.

Billing & Collection: –

- Chasing brokers & underwriters for non-payment & short payment of insurance premium.
- Taking action against the insured as per the ageing buckets of <45 days, >45 days =90 days and >90 days.
- Issuing Policy Cancellation Warning (PCW) & Direct Cancellation Notice (DCN) to the broker and insured in case of non-payment of insurance premium.
- Generating penalty amount bills as per the ageing bucket and informing the insured about the same.
- Performing system transactions like Allocation, Disbursement and Write Off of over-paid/under-paid premiums as per the requests shared by the stateside team.

METLIFE	From:	02-September-2014	Total Work Experience	Role
	To:	07-July-2017	2.10 years	Senior knowledge Trainer

Annuities KYC: –

- Work allocation & floor support in processing new KYC requests & amendment requests for address, mobile number, serving agent and their commission percentage.
- Conducting New-Hired Training (NHT) and Cross Training batches with related report-out to the stakeholders.
- Conducting Subject Knowledge Test (SKT) within the team on monthly basis.
- Updating existing Standard Operating Procedures (SOP) & disseminating the updates within the team as & when received from the stateside partners.
- Collating and maintaining team production data to prepare and share Capacity Utilization report on daily basis.
- Preparing Pay for Performance (P4P) and Monthly Process Review (MPR) reports at the end of the month.
- Verifying escalations & Service Issue Log (SIL) received from the stateside partners.
- Scheduling weekly cab roster of team members.
- Maintaining leave tracker, planned/unplanned shrinkage and staffing reports on daily basis.

AIRTEL	From:	17-July-2017	Total Work Experience	Role
	To:	17-July-2018	1 year	Store Manager

Store Operations: –

- **Team management** – Hiring and training Customer Relationship Officer (CRO) about:-
 - ✚ Products, system and process.
 - ✚ Self grooming.
 - ✚ Customer satisfaction.
 - ✚ Target oriented.
- **Inventory management P2P** – Raising Purchase Orders (PO), processing Goods Received Notes (GRN) and approving vendor Invoice and performing 3-way match between PO, GRN & Invoice on monthly basis.
- **Cash management** – Reconciliation of in-hand cash from system generated report, keeping it in a company password protected locker and handover it to CMS agent next day.
- **Admin work management** – Taking care of House-keeping, security guard, stationary and electrician/plumber/painter related work.
- **Petty cash management** – Store festive decoration, admin work expenses, customer engagement activities, employee birthday celebration and staff refreshment.
- Identifying potential business entities for bulk Closed User Group (CUG) connections.
- Achievement of monthly target of postpaid connections, dongles, hotspots, e-KYC of old customers and Airtel thanks app installation.
- Handling exceptional customer escalations.
- Coordinating with the backend teams like marketing, tower/network, Number Management System (NMS).
- Handling monthly cash & inventory audits.
- Ensure smooth working of dummy counters.

SWIGGY	From:	19-July-2018	Total Work Experience	Role
	To:	22-August-2022	4.1 years	Senior Fleet Manager

City Operations: –

- Handling operations of Jaipur and Kota cities with a team of 5 Fleet Managers.
- Maintaining serviceability across all zones of both cities during all the peaks.
- Solving delivery partners queries related to payout, shift, incentive and floating cash through tickets.
- Preparing and sharing weekly roster of fleet managers and delivery partners.
- Surprise Field Audits to identify the ground challenges like delivery partner working without Swiggy uniform & bag, someone else is working on one's ID, 2 riders are working on a single bike, etc.
- **First Mile Frauds (FM)** – Confirmed to Arrived (**C2Ar**) and Arrived to Picked-up (**Ar2P**):-
 - ✚ **C2Ar** – self delay in reaching RX which results into breach of SLA, unassigning (self)/reassignment of orders (through ticket) in order to earn FM pay.
 - ✚ **Ar2P** – self delay in marking order picked-up in order to earn more wait time, unassigning (self)/reassignment of orders (through ticket) in order to do settlement with the CX post cancellation.

- **Last Mile Frauds (LM)** – Picked-up to Reached CX (**P2R**) and Reached to Delivered (**R2D**):-
 - ✚ **P2R** – self delay in reaching CX location which results into CX side cancellation under **Delay in order** reason.
 - ✚ **R2D** – self delay in marking order delivered which hits the SLA unnecessarily, sometimes CX take advantage in such condition by getting the order cancelled under **Where is my order** reason where order has been already delivered physically.
- Fetching data from SQL to prepare city metrics reports like Confirmed-Arrived-Picked-up-Reached-Delivered (**CAPRD**), Post Pickup Cancellations, Rider side Rejections, Shift defaulters, Service Level Agreement (**SLA**) breached defaulters, Detractors - Poor CX Rating.
- Assigning weekly tasks to fleet managers to issue warning letter or take disciplinary actions on repetitive defaulters.
- Deploying Security team where order snatching, rider accident, fraud CX & RX incidents are reported.
- Coordinating with Order Management Team (**OMT**) in exceptional orders.
- Sharing comms with the riders regarding:-
 - ✚ Importance of shift completion.
 - ✚ Use of heat map to get more order.
 - ✚ Special surges deployed in particular peak when more demand is expected than Business As Usual (**BAU**).
 - ✚ Compliance – to wear helmet, swiggy uniform, use delivery bag, carry license/RC, raincoat/mobile pouch/winter jacket/neck protector.
- Sharing weekly hiring numbers with the SnO team on the basis of zone & peak utilization.

AWPL (MLM)	From:	01-November-2022	Total Work Experience	Role
	To:	31-October-2023	1 year	Team Leader Ops.

Business Operations: –

- Handling a team of 18 back office executives.
- Work distribution amongst team members to ensure volume TAT and employee utilization.
- Taking care of the below processes operational at Jaipur office:-
 - ✚ **KYC** – Direct Seller Aadhaar and Bank KYC.
 - ✚ **Accounts Receivable O2C** – Processing orders of **Direct sellers (B2C)** and **Franchisees (B2B)**, Order management incase of insufficient stock in warehouses, approving bills and recording the transactions into the tracker.
- Daily reconciliation between Bank remittances V/s Approved bills.
- Weekly preparation of Company's Account sheets - Direct Seller and Franchisee wise.
- Coordinating with warehouse team to resolve insufficient stock related issues for smooth approval of bills.
- Doing random audit, rectifying errors and sharing feedback.
- Training new joiners and cross training of existing employees in other processes.
- Managing HR related work like:-
 - ✚ Posting an advertisement for new hiring and scheduling interviews.
 - ✚ On-boarding & relieving formalities including file work.
 - ✚ Fetching employees' attendance from biometric to prepare salary.
- Managing Admin related work like:-
 - ✚ Pantry boy, House-keeping boy and department related materials.
 - ✚ Stationary/Repairing Work.

Personal Details

Date of Birth: 04/Oct/1990
Father's Name: Shri Arvind Nayyar

Total Work Experience
10 years 05 months

Joining: Immediate
Last In-hand: 35K