

SUNIL LALWANI

PERSONAL

Address

22,Parwana Vihar, Hera Pura,
Ajmer Road, Jaipur, Rajasthan,
India (302024).

Phone Number



+968 79044619



+91 6376061603

EMAIL



sunillalwani8@gmail.com

SKILLS

- Microsoft Excel
- Microsoft Word
- Self Control
- Patience
- Effective Listening
- Clear Communication
- Adaptability
- Tally

INTERESTS

- Electronics & Computers
- Travelling
- Internet Surfing

Keen customer service representative with over 10 years of experience in customer service and Office administration. I am a highly skilled, effective listener and clear communicator focused on defusing conflicts and resolving client queries as a matter of urgency.

Outstanding organizational skills allows quality service delivery and I maintain the highest level of integrity to ensure the confidence and security of both client and company. All my company certifications are up to date. I am a competent team leader who can inspire and be inspired by team.



WORK EXPERIENCE

- ❖ April 2012 – April 2016 **Genpact India Pvt. Ltd, Jaipur** (Customer Care Executive)
 - Worked in two different international processes WESTPAC & NBS.
 - Westpac is a international banking process.In Westpac worked for 3 years With three different teams – Estates Management, Fees & Reconciliation And Consumer Account Opening (CAO).
 - NBS is n UK banking process their I worked 1 year. In NBS worked with Team of account settlement and KYC etc.
 - Taking Inbound calls and making outbound calls.
 - Maintaining all paperwork and electronic filling.
 - Attending regular onsite training sessions to improve skills.
- ❖ October 2017 – October 2018 **METLIFE GOSC, Jaipur** (Insurance Analyst)
 - Metlife is a international insurance company.
 - In Metlife worked under the team of Life Claims.
 - Handled the process of settlement of claims by doing online KYC.
 - Guiding clients through claim processes.
 - Following up on escalated queries.
 - Updating client personal and banking details online.
 - Following up on lapsed policies.
- ❖ November 2018 – November 2020 **GURUKRIPA IMMITATIONS, Jaipur** (Founder)
 - With a sole proprietorship firm, started an entrepreneurial venture in Jaipur Imitation jewellery to procure bangles from local manufacturers and supply Them across the country through Trade India & Indiamart.
 - Handled all the operations of the firm single handed including Sales, Procurement, Accounts and Marketing.
- ❖ Dec. 2020 – Dec. 2021 **ISYS SOFTECH PRIVATE LTD, Jaipur** (Accounts Representative)
 - Isys Softech is a international medical billing company.
 - In Isys I worked under the team of AR Calling.
 - Worked in various Denial Claims.
 - Making outbound calls to find the status of claims.
 - Follow up on denied claims
 - Escalating queries to team leader.

- ❖ June 2022 – Present **National Muscat Union LLC, Muscat** (Office Admin)
 - Worked as an office administrator.
 - Making of daily bills, Quotations & Statements.
 - Making salaries for the staff of 200 workers.
 - Taking care of whole office management.



EDUCATION AND QUALIFICATIONS

- ❖ April 2005 – April 2006 (Secondary)
 - From Step By Step High School (CBSE Board)
- ❖ April 2007 – April 2008 (Senior Secondary)
 - From Hindustan International Academy (CBSE Board)
- ❖ May 2009 – May 2011 (Graduation)
 - Completed Bachelor Of Computer Applications (BCA) from Poddar Internatioanl College (Rajasthan Board).
- ❖ May 2014 – May 2016 (Post Graduation)
 - Completed Master Of Business Administration (MBA) from Apex Apex Institute Of Management & Science (Rajasthan University).

ACHIEVEMENTS

- ❖ Attended several seminars on business administration and awarded with Many certificates.