



UDAY BHASKAR

DOCUMENT CONTROLLER AND CUSTOMER SERVICE REPRESENTATIVE

PROFILE

Highly organized and detail-oriented Customer Service Representative cum Document Controller with 3 years of experience managing documents, ensuring regulatory compliance, and maintaining accuracy and version control in fast-paced environments. Adept at using document management systems to streamline processes and support project teams. Seeking to contribute with strong communication skills and a focus on quality.

WORK EXPERIENCE

Bajaj Finserv

2021 - PRESENT

Document controller and Customer service representative

- Manage all commercial and technical documents.
- Maintaining and updating the database and manual filling.
- Receiving and checking all incoming/outgoing transmittal documents.
- Review each document for conformity and accuracy.
- Keep all project documents orderly complete and categorized for easy accessibility to specific records and ensure delivery and receipt of all documents by deadlines.
- Reduced document retrieval time by 30% by reorganizing the file structure and improving labelling protocols.
- Make sure that controlled copies of latest approved documents are given to appropriate staff.
- Organizes internal external meetings as instructed.
- Keep tracks of leave applications, timesheets, certificates and other necessary documents.
- Ensure proper document classification, sorting for easy retrieval, and document quality to include completeness, accuracy and compliance with established procedures and updates.

ACHIEVEMENTS AND CERTIFICATES

- Achieved Best Employee of the Quarter in Bajaj finserv for Q2 in 2023.
- Attended Skill Development Programme Conducted by GAIL LIMITED.

DECLARATION

I hereby declare that the details mentioned above in my resume are correct to the best of my knowledge and belief.

CONTACT

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EDUCATION

2018 - 2021

GITAM UNIVERSITY

- Bachelor of Commerce

2016- 2018

ADITYA JUNIOR COLLEGE

- Intermediate

SKILLS

- Contract administration
- Document verification
- MS Office
- Customer Service
- Record management

LANGUAGES

- English (Basic)
- Teulugu(Native)