

SHAMEER S

No 2, Bismi Nagar, Lovely Garden
Kuniyamuthur 641-008
8056440449
Shamisam7@gmail.com

About Me

Reconciliation Expert

Reconciliation Expert for almost 5.9 Years of dedicated work experience. Passionate in working towards the goals and productivity. Ambitious to learn and easy to adapt. Thinks out of box and enthused to produce the ideas that will make the day process easier to do. Known well for investigational skills in case of any discrepancies and capable of resolving the same.

Education

Holy Family Mat HR. Sec School

Coimbatore, Tamil Nadu
Completed, March 2011
Graded 68 %

Holy Family Mat HR. Sec School

Secondary Board,
Coimbatore, Tamil Nadu
Completed, March 2013
Graded 64 %

BCom (Computer Application)

Rathinam College Of Arts and Science
Coimbatore, Tamil Nadu
Completed, March 2016
Graded 74 %

Work Experience

1. 5.9 Years (NTT DATA)

- **Designation:** HC & Insurance operations associate (SME (Subject Matter Expert))

2. 1 year (Mobius 365 media services)

- **Designation:** web researcher

Carrier Profile

- ✓ Efficient, Organized and detail-oriented with extensive experience in accounting system.
- ✓ Strong analytical and problem-solving skills.
- ✓ Achieving top production volume by maintaining high degree.
- ✓ Excellent organizational skills and good documentation of Production logs.
- ✓ Above average communication and interpersonal skills, Understand the denials easily.

Roles & Responsibility:

- Leading role in managing a team and tracking attendance and leaves and the metrics of the associates daily.
- Assigning and planning the regular task for the members and troubleshooting process related issues, assigning the batches, Following the Client mails and escalation.
- Ensure the files that are under TAT, Following the client mails and make sure all are completed within the time.
- Maintaining the reports for the process as well as the team members daily production
- Analyzing business potential, implementing innovative plans.
- Achieving desired targets developing new strategy for growth and maintaining relationship with clients to achieve repeat and referral business
- Managing service operation for rendering and achieving quality services and ensuring minimum TAT.

Key Skills.

- Team management, Team player
- MS Office Tools (Excel , word, Presentation)
- Troubleshooting Process related function
- Handling client mails and escalation

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge and belief

PLACE:

DATE:

Shameer S