

SAURAV KHURANA

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Service Professional

Seeking challenging assignments in an organization of repute which provides me avenues for professional learning and makes good use of my technical skills and encourages individual growth as Sr. Analyst/ Subject Matter Expert (SME)/ Team Lead in Customer service across the industry.

PROFILE & STRENGTHS

- Proactive and result oriented professional with around 4 years' experience in Process Management, Customer service call handling and Customer relation management 2+ years' experience in hotel/ hospitality industry minimum supervision.
- Handling customer escalations. Maintaining records Liaison with management and team for continuous improvement in quality and productivity. Equipped with the knack of functional management along with the practical experience in the analysis, development and implementation of Strategic Business Plans and Policies.
- A systematic, organized, hardworking and dedicated team player with an analytical bent of mind. Possess strong leadership, interpersonal, communication, problem-solving.
- SME for voice customer relation and Query management. Understanding needs and delivering as per the standards.
- Dashboard updates and SOP formulation and procedures.

There is a gap of more than one year due to medical reasons. Medical documentations available as required.

INTERCONTINENTAL HOTELS GROUP (IHG IT Services)

2011 – 2014

Senior Analyst (SME) Voice / Accounts Payable (O2P) and Peoplesoft Admin 9.1

- Meticulously handled the team and generated quality analysis and productivity report. Conducted accounts payable analysis for duplicate, over under and misapplied payments and handled integration of new processes.
- Managed day to day data compilation and skip meetings with the clients and team members for new projects. Efficiently handled portfolio for complex customers.
- Auditing Teamwork and sharing feedback.
- Managing incentive reports and daily performance dashboards.
- Working on SOP for amendments and corrections as per daily updates and requirements.
- Set up the vendor accounts after authenticating the W9 forms and 1099. Worked on weekly refunds from the vendors and posting of such refunds in the system.
- The only Global and Versatile resource in the AP team for direct customer interaction for AP and AR quires.
- Liaison with different AP and AR departments for the customer queries and supporting in ongoing AP and AR issues and month end activities.
- Acted as an SME for the process team structuring and reporting including training and assessments. Assisted in upgrading and updating the training documents.
- Calculation and upgrading of incentive structure, maintaining daily productivity reports and updating dashboard.
- Accountable for answering customer query on timely manner (vendor calls), random sampling audit, handling weekly client calls, e-mail queries, month end reporting and supporting client and vendor on various kinds of issues.
- Ensured that key performance indicators like SLA, TAT, procedural adherence, risk compliance, escalation are handled and resolved with accuracy.
- Identified opportunities by constantly scanning the environment, pursued the identified opportunities and handled the potential customers & maintaining relationship with the same.
- Interacted with the management, team and associates to facilitate smooth communication to understand and analyze the requirement and also to identify appropriate solutions for problems, if any.

Achievements:

- Promoted as SME within 13 months of joining the company.
- Received 6 awards from customers for timely and effectively resolving queries and SOX audit.

- Part of the pilot processes for CPS and Global PeopleSoft security.

WNS Global Services

2009-2011

- Health insurance specialist for DME (Durable Medical Equipment) Provider Company.
- Reading chart notes of the customers follow up with the sales rep for efficient and timely delivery.
- ~~Verifying the health insurance benefits for the patients. Analyzing those benefits to the requirements for the criticality of the patient.~~
- Initiating the process for the payment from the insurance company.
- Team mentoring new associated. Conducting classroom training for new associates. Dashboard updates.

Achievements:-

1. Worked very closely with internal auditors to change the audit procedures.
2. Awarded 12 times for best performer.
3. Handled new project for Insurance benefits for Eastern region.
4. Promoted to the complex process at the start of the carrier with the organization.

Hospitality Industry Experience:

MCDONALD'S

2008 – 2009

Assistant Restaurant Manager

- Independently managing entire activities related to Restaurant Operation; ensuring 100% customer satisfaction both internal and external customers in service delivery while achieving the profitability and cost targets of the restaurant.
- Prepared monthly P&L of the restaurant and handled Cash and Inventory management functions.
- Responsible for training of staff members and floor managers and continues development of the crew members.

TAJ BUSINESS HOTELS

2007 – 2008

Associate Trainee Chef

- Worked as Trainee Section head for Italian Kitchen.
- Trained and projects undertaken for pre-opening of 2 new properties.
- Menu planning with ~~SOP's~~ and ~~Cost Optimization Measures~~
- Client interactions and complaint handling. .

ACADEMIC CREDENTIALS

Hotel Management and Catering Technology, 2007

Dr. D. Y. Patil IHMCT, MSBTE, Navi Mumbai; First Class

Certifications

- ASM and BSM Certifications (McDonald's Corporation) from Certifying Body of Hamburg University.
- Completed 5 MDPs (Management Development Program).
- Certified Safe Food Handler.

Software Skills

MS-Office, Internet, PeopleSoft Financials.

References: Available on Request