**Hiral Zala**

**Hiralzala1994@gmail.com (M) 8553592507/7996652743**

**Career Objective:**

An experienced Accounts Receivables Professional looking for a job, in a reputed firm to utilize immense experience in leading a team towards its objective within the deadlines & also, to work with a result oriented company that seeks an ambitious and career conscious person, a place where acquired skills and knowledge will be utilized towards continuous growth and advancement.

**Career Summary:**

● A competent and independent worker

● Excellent communication skills utilized in resolving client queries

● Self motivated and technically skilled accounts receivable specialist.

● Team Player and also specialize in problem-solving skills

● Exceptional versatility with the ability to manage multiple tasks in a pressured environment

● Highly motivated Logistics coordinator adaptable to evolve Logistics technology to facilitate

the shipping process

● Efficient in problem resolving

● Centered on meeting client expectations while retaining quality standards to ensure timely

Delivery

**Key Responsibilities Handled**

● Conveying the client requirements to the team with regards to the process.

● Attending Daily, Weekly & Monthly target as Prescribed by The Client and process

● Experience in using relevant software programs to track deliveries

● Experienced in Conflict management

● Key skills include, Training and mentoring the inexperienced staff, Quality analysis, Reports and client handling.

**Technical Skills:**

● MS Excel

● Data entry and management

● Emails Etiquette

● Call Etiquette /Techniques

**Work Experience:**

**Linnovate Technologies Bangalore, KA**

Sales Coordinator

September 2016- March 2017

●Have to Search Customer All over India

●Have to Contact and Explained about the Product and arrange meeting

●Have to Engage with Customer and help them to use are Product effectively

**WNS Global Services PVT LTD Bangalore, KA**

Associate (Quality Assurance)

Domain: Insurance Suncorp (Australian Client)

July 2017 – October 2018

● Responsible to do Quality Check for calls/ E-contact and Webchats and give review to Clients about their products Explainaion to their customer in right way

● Give review to Clients about their products Explainaion mistake to their customer in right way

● Delegated suggestions and duties to other team members regarding opportunities for improvement in work-related tasks and processes.

**Japanese Home Tutor Bangalore, KA**

●Worked as a Japanese Language Tutor as a Part time (Urban Pro)

**Academic**

✓ B. Com-session – C.V.Raman University

**Personal Details:**

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| **Father’s Name:** | Mr. Jayendrasinh Zala |
| **Date of Birth:** | 23/02/1994 |
| **Phone No:** | 8553592507 |
| **Language Known:** | English, Hindi, Gujarati, Japanese, French |
| **Nationality:** | Indian |

**I hereby declare that the above furnished information is true to the best of my knowledge.**

**Place : Gandhinagar**

**Date:**

**Hiral Zala**