## Vishnu Mahesh Sharma

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| **OBJECTIVES** |

My objective remains to become a promising asset for company I am / would be working for. The objective, to my mind, is achievable only with an in depth understanding of the system, processes, manpower, drivers & most importantly the values of the company.

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| **ACADEMIC CREDENTIALS** |

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| **Degree** | **University** | **Year of Passing** |
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| MBA | Sikkim Manipal University | 2008 |
| BSC. IT | Sikkim Manipal University | 2005 |
| HSC | R.B.S.E | 2002 |
| SSC | R.B.S.E | 2000 |

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| **WORK EXPERIENCE** |

**Working s Sr. Executive (KYC Analyst) in Vodafone India Service pvt ltd in AML-FRS vertical since Feb’2020 to till date**

* Responsible for ensuring KYC checks and completing Enhanced Due Diligence.
* Conducting PEPs (Politically Exposed Persons) screening and adverse media checks.
* Compliance with regulations and attainment of client specific processing requirements
* Daily/Monthly MIS Reporting
* Handling Escalation Complaints

**Worked with India ideas.com limited (Bill desk) from Aug’19 to Jan’2020**

* Handing Operational activity(customer registration to Payment related)
* Performed Adhoc Activity (Settlement/Refund)
* MIS Reporting(Daily/Monthly)
* Handling Chargeback related activity(Merchant/Customer)
* Daily coordination with Banks for payment related issue
* Merchant /Customer query resolution for all digital payment transaction
* Digital trade payment management and escalation closure

**Vodafone India Venture limited-Ahmadabad**

**Worked as Specialist- CS Operation in Mpesa vertical since Apr’18 to July’19**

* Job responsibility remain same as in Vodafone India Service PVT Limited-Ahmadabad

**Vodafone India Service PVT Limited-Ahmadabad**

**Worked as Jr. Executive in Mpesa(CS) vertical since Aug’ 16 to Apr’ 18**

* Managing allocation of customer queries
* Handling the customer queries
* Managing the trade partners queries
* Co-ordinating with stockholders and end to closure of all trade Service requests
* Performed Adhoc Activity
* Monthly MIS Reporting
* Handling Customer Complaints
* Dealing with Corporate office and Circle Office across PAN India
* Handling LEA and fraud support help desk.

**C.K. Motors- Authorised Dealership of TATA Motors**

**Worked as workshop in charge and management of workshop**

* Handling Day to Day Job allocations and Job flow in workshop.
* Co-coordinating with resources and management of the Job tasks
* Regular report progress on each job and quickly operation
* Management of the manpower and assignment of the task
* Regular reporting on progress of the each process to Management.
* Receive feedback and review of customer feedback and ensure customer quality service and satisfactions.
* Development and implementation of system to manage customer queries.

**Swift College of IT & Management –Bhilwara**

**Worked as Manager from April 2008 to Dec.2009**

* Looking for Overall HR Administration of the organisation
* Working with the Team to coordinate Interview along with the Scheduling to Match deadline to given process
* Looking after of all dispatches
* Resolving HR issues
* Updating Manpower Looking after all administrations

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| **PERSONAL PROFILE** |

* Date of Birth : Feb. 28th1985
* Nationality : Indian
* Linguistic Proficiency : Hindi,English

**About My Self:**

I am self-motivated, enterprising and career oriented. I believe in quality work i.e., does it right the first time. I am focused and approach my work with a single-minded determination ofachieving exceeding targets. I would like to grow to the senior management position by virtue of quality of work.

**Date:- \_\_/\_\_/\_\_\_\_ (Vishnu Mahesh Sharma)**

Place: Bhilwara