



NEHA VINOD RAINAAK

Pune, Maharashtra

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Hard-working and passionate Intermediate shareholder representative with 5 years of working experience in providing shareholder services to the investment banking company. Communicative financial analyst, specializing in informative and persuasive financial presentations, cost accounting, and team management. Customer service professional with strong ability to multi-task, prioritize, and manage time effectively. Offering ability to handle high volume calls, active listening skills, and proven ability to resolve customer complaints in a professional manner. Self-motivated personable and result driven individual.

WORK EXPERIENCE

Intermediate Shareholder Representative

05/2022 to 01/2024

The Bank of New York Mellon Corporation

Pune, Maharashtra

- Pro-actively formulate proposals to improve systems, procedures, reporting and contribute to updates to policies via providing feedback
- Assist in trainings related to the process.
- Writing correspondence to the investors on behalf of the company regarding reconciliation statement, account balance.
- Help and provide the procedure to the investors for registering and redeeming their account.
- Providing market value to the investors via correspondence, fax and email.
- Presenting the Client Processing Meeting to discuss the accuracy and quality of the team throughout the month.
- Providing the Open, Failed and Pending letters on a daily basis.
- Maintaining the SLA s for all the multiple clients.
- Send and respond to internal queries via email.
- Escalating any financial issues or queries to the Manager.
- Prepare reporting to Clients and investors through the appropriate and dedicated TA platform.
- Answer/reply queries received via email, phone or webchat in an efficient and professional manner Completing any additional tasks or project work assigned by the manager.

Associate - Customer Service Representative

04/2021 to 04/2022

Mphasis Information Technology Company

Pune, Maharashtra.

- Working on behalf of mortgage company and contact the agency or the insurance carrier to verify details about

- insured homeowners policy.
- Calling an average of 50 calls per day to the agency and the insurance carrier by verifying and following the procedure.
- Verifying details like payments of premium, coverage of home and deductibles listed for the loss through calls and after verification make a note and update the information.
- Contacting the agency and the insurance carrier regarding the payments of premium by the customers. Working on behalf of multiple clients and following procedure.
- Assists team with providing claim or Plan status for client inquiries.
- Upon Customer request, modify or add details to the Plan in the Application. Responds to provider and member phone inquiries in a timely manner provides accurate responses in a professional and courteous manner.

Associate - Customer Service Representative

09/2018 to 03/2021

WNS Global Services

Pune, Maharashtra

- Interacting with agencies and insured to acquire certificate of insurance for the vehicles leased or rented by that insured from the client.
- Contact the agency and the customer through email and call for the certification of vehicles leased or rented from the client. Verification of certificate of insurance if it valid or invalid.
- If not contact them for correction of the certificate.
- Updating the valid certificate of insurance in the client s database.
- Closing and updating the insurance for the vehicles rented or leased for short term or long term by the insured on timely manner.
- Data entry of the vehicles in the client s database rented on the short term basis.

SKILLS

Strong Client Relations.

Willingness to learn.

Exceptional communication skills.

Attention to detail.

Organization.

Time management.

Customer service skills.

Proficient multitasker.

Ability to work in team.

Proficient with Microsoft Office.

EDUCATION

Abeda Inamdar Senior College

Bachelor's

Finance

Pune, Maharashtra

06/2015 to 06/2018

ADDITIONAL INFORMATION

Hobbies

Painting.