



NILESH SHARMA

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PROFESSIONAL SUMMARY

Motivated and Productive executive with 15+ years of experience looking to contribute effectively towards the success of business in a professionally managed organization and experience personal growth in work life balanced environment.

EDUCATION

Bachelor of Arts, 2010
Pune University - Pune

Diploma, 2005
Pimpri Technical Institute, SSPMS Junior College - PCMC

PERSONAL INFORMATION

- Date Of Birth : 31st December 1979
- Marital Status : Married

PROFESSIONAL JOURNEY

Senior Executive, 12/2010 - Current

EXL Service.com (I) Pvt. Ltd. - PUNE, India

- Extensive experience of 15+ years in a Utility domain for a UK based Utility service provider
- Expertise in customer relationship management ensuring superior end customer satisfaction
- Expertise in secure handling of financial data
- Trained team members on specific process intricacies as part of new hire onboarding and took additional efforts to shorten the learning curve
- Resolve queries involving customer billing and published the weekly reconciliation file for internal stake holders
- Diligently maintained a database to ensure quick resolution of queries
- Maintained Operational data and proactively highlighted variance in volumes to management and clients
- Pro actively worked on client escalations to resolve data discrepancies and inaccuracies
- Displayed high efficiency and productivity without compromising on quality
- Provided valuable inputs/insights to management team to minimize steps/ action on exceptions which helped in boosting efficiency and faster processing
- Always compliant and ensured to strictly follow and adhered to the policies, rules and regulations of the organization
- Received regular appreciation from clients and EXL management team for good performance and taking additional initiatives to resolve customer queries
- Performed quality audits and published volume reports as per requirement.

Senior Executive, 07/2009 - 12/2010

SURYODAY MICRO FINANCE PVT LTD

- Disbursement of Loan files on the basis of eligibility and documentation validation
- Also performed additional responsibilities of handling customer queries raised by email or calls
- Maintained MIS report and forwarding the same to RCM and Head office on a daily basis
- Also Handled the query files raised by Loan officers & sending query disbursal to different branches.

Operations Officer, 01/2007 - 03/2009

TECHPROCESS SOLUTION LTD

- Document scrutinization and Disbursement of loan files
- Handle the cross-check files & validate the same for data discrepancy
- Interact with head office for queries regarding disbursed files and maintain a track of the same
- Maintaining daily MIS and forwarding the same to RCM and Head office on daily basis
- Calculate & arrive upon the EMI based on scheme & tenure of loan.

CORE QUALIFICATIONS

- Team Player
- Punctual
- Good communication skills
- Quick Learner

LANGUAGES

Hindi: First Language

English: C2

Proficient