

Deepak Bhatia

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C-70-71, Jeevan Park, Pankha Road, New Delhi - 110059

Professional Objective

An organization success with whom and I am associate to achieve the target. To work in the challenging & friendly atmosphere providing a good opportunity for personal and professional development.

Educational Qualifications

- Passed 10th from C.B.S.E Board in 2005
- Passed 12th from C.B.S.E Board in 2007
- Passed B.Com from Delhi University in 2011
- Basic Computer Course from Aptech Institute, Delhi.

Professional Summary

- Joined Genpact India on 15th May 2013, it's being 8 Years 9 Months of rich experience with Genpact. Worked for different clients Paypal, Wells Fargo, Swiss Re and it has been a good learning experience.
- Got Promoted as Process Developer in the year 2016.
- Got Promoted as a Trainer in KYC Domain.
- Got Annual Gold Award for giving the consistent performance in the year 2016.
- Got Promoted as Senior Process Developer in the Year 2019.

Professional Experience

Process Paypal

- Worked for 4 years and accountable for handling customer service of US Client.
- After working for 2 years 7 months, I got additional responsibility as a QC Expert for the team.
- On Daily basis, I was managing the team volume along with completing my volume within timeliness and 100% accuracy.
- I also maintain Daily reports aligned by my supervisor
- Managing team volume and displaying team report on daily basis so there is no TAT miss.

Process Wells Fargo

- In KYC/AML Wells Fargo Banking Process, I have to deal with Clients on Email basis and as well on calls.
- We have to request client through emails to provide the documents like Government Identity, Utility Bill, Social Security card so that we can remove the Restriction placed on the Account.

Process Swiss Re

- This is a insurance account. I worked in an Underwriting department.
- I have to do chat on Daily basis with Senior Underwriter and ask about New and Renewal of Insurance Policy like Premium Coverage type, Broker Information, Premium ,Term Period etc.
- I do registration before issue any Insurance Policy and whatever the volume we received, we have to finish 80 Percent volume within same day TAT.
- I do handle queries through call with Underwriters

Strengths

- MS Excel Knowledge
- Honest
- Hardworking and Ability to deliver on time(within deadlines)
- Team Player

Recognition

- Got recognized with "Bronze and Silver award" multiple times for performing over and above.
- Lean Trained and Certified in the Year 2020.

Interests & Hobbies

- Playing and watching Cricket
- Playing Games
- Travelling

Personal Details

Mother's Name : Smt. Kanta Bhatia
Father's Name : Sh. Kaval Bhatia
Date of Birth : 30th May 1989
Age : 32 Years
Marital Status : Married
Languages known : English and Hindi
Birth Place : Delhi