

KRUPA MEHTA

CUSTOMER SUPPORT ASSISTANT

Mumbai, Maharashtra – 401101

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PROFILE SUMMARY

- 8+ Years of Experienced in Banking, Financial Services, and Investment Management, Industries.
- Excellent Organizational Skills and Attention to Detail.
- Good exposure to Client coordination, Reporting, and Project Management.
- Experience in Managing Collaborating with International Clients.

WORK EXPERIENCE

Customer Support Assistant at Toshvin Analytical Pvt Ltd

(July 2019 – Present-August 2023), Mumbai

- Track and manage incoming payments.
- Keep the Branches informed about their outstanding debts and give them a reasonable deadline to make the payments.
- Maintaining and updating the report of all billing activities and present them to the Billing Supervisor.
- Collect feedback from Branches and help them solve their issues related to billing.
- Issue invoices, bills, receipts, etc and manage the account status.
- Check the credibility of debit accounts

Relationship Executive (cashier) at Muthoot Finance Ltd

(Jan 2017- Nov 2018), Mumbai

- A competent professional with nearby approx 2 year of experience in Loan & Portfolio and Banking Operations.
- Well versed in processing loan administration of gold loans and checking the gold before collecting.
- Expertise in handling loan processes involving appraisal of proposals, risk analysis, in-depth study of gold for sanction / rejection of loan application and disbursal as per standard policies.
- Proficient in leading dedicated teams for running successful business operations and experience of developing procedures and service standards for business excellence.
- Ensuring safety of all assets such as gold, cash, valuables, important documents etc at the branch and keep them under safe custody.
- Understand the documentation required as per KYC Norms.
- Grooming of all staff regularly in such a way as to ensure that they are thorough with the office procedures and systems, products and service of the company.
- Ensuring that the prescribed key discipline is strictly observed.
- Achieving the targets of various products of the group within the time frame.
- Reviewing the targets vis-a-vis achievement thereof on a daily basis and work out proper strategies for achieving the desirable business growth
- Coordinating the activities of the Regional Marketing teams and marketing managers
- Maintaining good public relations and establish wide contacts in the locality and try to participate in all local religious and social functions/gathering

TECHNICAL SKILLS

- MS Office 365

PROFESSIONAL SKILLS

- Attention to detail
- Communication
- Collaboration & Teamwork
- Flexibility
- Individual Contributor
- Project Management
- Project Ownership

HIGHEST QUALIFICATION

Master of Commerce- 2017
University of Mumbai – Maharashtra

Branch Development Representative at HBL Global Pvt Ltd

(Sept 2014 - June 2016), Mumbai

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives

Quality Analyst at Serco Global Services

(July 2013 - July 2014), Mumbai

- Quality assurance document control is process used in the management
- Co-ordination Control delivery support of an item required for quality assurance purpose
- QA document control is an essential part of quality assurance system for all aspect it allow you to approve review and update
- Document make changes and identify revision status control document distribution and prevent use of absolute document facilitating proper archiving

PERSONAL DETAILS

- **Date of Birth:** 13th September 1990
 - **Marital Status:** Unmarried
 - **Languages Known:** English, Hindi, Gujarati, and Marathi
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