



Sonia Vaid

BUSINESS PROCESS EXECUTIVE

Accomplished service operation professional with 5+ years of experience in accounts payable, process management, and customer care. Detail-oriented professional, a dedicated and reliable team player who excels in following instructions and contributing to team success.

CONTACT

- ✉ soniavaid344@gmail.com
- ☎ +91 7976635709
- in <https://www.linkedin.com/in/sonia-vaid-209775229/>
- 📍 Address: 200 A Shankernagar
amer road, Jaipur

EDUCATION

2007-2009

Master of Commerce

Subodhpg College,
Rajasthan University

2004-2007

Bachelor of Commerce

Subodhpg College,
Rajasthan University

SKILLS | EXTRAS

- Process management
- Customer care
- MS Office, Teams
- Accounts payable
- Customer relations
- Operations management
- Teamwork
- English, Hindi, Punjabi

WORK EXPERIENCE

Agency Manager

Manipal Cigna Health Insurance Company | October 2022 – Present

- Develop and implement sales strategies for achieving sales targets.
- Provide training to agents and monitor their performance.
- Maintain relationships with clients and resolve their queries.
- Prepare reports and forecasts for management review.

Process Associate

Westpac Process, Genpact | June 2018 – October 2022

- Processed company documentation such as invoices and payment checks.
- Managed all customer accounts.
- Performed administrative tasks including filing reporting, tagging all customer assets.
- Maintained flawless communication with the management.

Customer Care Executive

ICICI Bank, Genpact | July 2020 – October 2021

- Interacted with customers to provide information and answer inquiries.
- Responded to customer questions about the organization and services.
- Met call volume, wrap time, and task time schedule standards.
- Followed up with customer inquiries to ensure early payment.

Customer Care Executive

Flipkart, Teleperformance | January 2017 – July 2017

- Provided customer support via phone, email, and chat.
- Answered customer inquiries and resolved issues.
- Assisted customers with order tracking and delivery updates.
- Achieved high customer satisfaction ratings.