

RESUME

Mansi Sachin Deshpande

A-16/7 Indrayudh CHS, Mithanagar,
M G Road, Goregaon (West),
Mumbai – 400092
Mobile No.9004663257

Career Objectives:

To be in a Challenging profession where I can utilize my skills and put forth my best for organizational efficiencies.

Summary of Skills and Experiences

Current Job Status:

Worked as an Customer Service Associate with (Teleperformance)
Intelnet Global Services From 25/01/2016 to 10/04/2023

- *Maintenance of file with the help of acceptable documents.*
- *Processing documents faxed by U. S clients in regards of issues in their credit and financial matters.*
- *. Disputing their credit report concern with appropriate claim codes by the form of automated consumer dispute and resolving the issues that consumers have with their credit at the backend. Verifying Identity and address verifications.*
- *Dispute department, performing credit investigation per consumers request.*
- *Processing different types of document.*
- *Ensures daily specific target is achieved to meet the TAT threshold.*
- *Subject Matter Expert in the term and maintained 97% accuracy and exceeded the objectives specified.*
- *Part of a specialized team processing different types queues along with multitasking capability.*
- *SME for the Team and also provided training to the new joiners*
- *Part of efficiency improvement project*
- *Manage Team in absence of Team Leader*
- *Conducted various session in order to boost Productivity, Quality and help new candidates to understand the process even better.*
- *Sending procedure letters, Credit Score, Credit Reports.*

- *Putting fraud alert or freezing their report on consumer's request*

Worked with Vridhi Jewels Borivali (West), from 9th May 2014

Current Job Status:

- *Making Voucher Entries of Silver and Gold Ornaments.*
- *Making Issue-Receipt, Purchase-Sales Vouchers.*
- *Maintaining Stocks Register of Silver and Gold & Writing also*
- *Handling day to day transactions of Banks, Silver and Gold accounts,*
- *Party payments. Maintaining Vat Registers.*
- *Maintaining Shop and Establishments Company Muster Register*
- *Having a Knowledge of Renewals of company related discrepancies.*
- *Attending Customers and Co-ordinate with them.*
- *Handled A/c's with other miscellaneous works.*
- *Cash Transactions, Bank Entries Individually, Online Vat, TDS Payments.*
- *Handling all office administration work .*
- *Right now getting 22000/- . Expect atleast more than this level.*

I] *Worked with M/s. Jayantilal M Shrimankar Jewellers from 2nd April 2001 to March 2014 as an Account Assistant at Sagar Avenue, 1st flr, Opp. Shoppers Stop, S.V. Road, Andheri-West, Mumbai-58*

- *Making Issue-Receipt, Purchase-Sales Vouchers.*
- *Maintaining Stocks Register & Writing also.*
- *Handling day to day Gold accounts Party wise.*
- *Handling TDS, Making TDS Forms & TDS Certificates online.*
- *Handling Bank, Bank reconciliation, RTGS, NEFT*
- *Handling Cash & Petty Cash Vouchers, Entry also in system.*
- *Attending Customers and Co-ordinate with them.*
- *Handled A/c's with other miscellaneous works.*

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- *Bank and Other related Queries by office work coordinate with particular companies.*
- *Booking online AIRWAYS TICKETS and online works.*

II] *Worked with ICICI BANK Limited from 14th December 1999 to 8th August 2001 as an Office Assistant as a leading associate of J M BHATKAL FINANCIAL in Clearing Department at ICICI Bank Andher-west and at ICICI Bank Zenith House RPC Centre at Mahalaxmi.*

Job Profile:

- *Handled Outward and Inward Clearing Cheques.*
- *Handled High Value Cheques.*
- *Handled Customer Queries.*
- *Handled Outstation Clearing Cheques.*
- *Handled Account Opening Forms, Scanning Signature.*
- *Attending Counter.*
- *Handled Drop Box Queries.*
- *Handled Inward Clearing Cheques of 2 branches daily basis on 1000 chqs like techniquel checking queries and contact customer for clearance.*
- *Maintained Inward and Outward Registers.*
- *On daily basis Made modifications of Inward Clearing cheques in system regularly.*
- *Sorting of Dividend Warrant Cheques Bank Code Wise.*
- *Giving a one day Training of Inward Clearing Departments to ICICI BANK Probationary Periods Employees.*

III] *Worked with M/s Flair Pens Ltd 9th August 1997 to 9th December 1999 at Govt Indl Est., Charkop, Kandivali (W), Mumbai-400 068 as an Office Assistant.*

Job Profile:

- *Typing Quotation Letter.*
- *Sending Company Introduction Letters and Company Broachers to New parties.*
- *Preparing Sales Invoices.*
- *Handling Dispatch of documents.*
- *Handled Petty Cash*
- *Handling Correspondence and miscellaneous work.*

EDUCATIONAL DETAILS:

- I]** *Passed T.Y.B.A exam held by Mumbai University in the year 1997*
II] *Passed H.S.C. exam held by Mumbai University in the year 1994*
III] *Passed S.S.C. exam held by Maharashtra Pune Board in the year 1992*
IV] *Diploma in Marketing Management from Wellingkar Institute, Matunga.*

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OTHER QUALIFICATION:

- I]** *Completed course of Basic fundamental of computer. [MS Office, Internet]*
II] *Telephone Operator Course from Manohar Joshi Kohinoor Technique Institute*
III] *Typing English speed 30 w.p.m and 40 w.p.m.*

Date of Birth: *9th May 1977*

Languages Known: English,Gujarti,Hindi,Marathi

Date:

Place:Mumbai

