

GITANJALI PARAB

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CAREER OBJECTIVE

To gain employment with an organization that offers me a consistently positive atmosphere to learn and implement new technologies for the betterment of the organization, use my skills in the best possible way for achieving the organization's goals and solve problems in an effective as well as creative manner in a challenging position.

PROFESSIONAL QUALIFICATION/EDUCATIONAL QUALIFICATION

- ❖ **B. com in Banking and Insurance from Shailendra Education Society,(Mumbai University) 2010-2013, with 69.75 %**

SKILLS AND STRENGTHS

Time Management, Team Working Skills, Good Communication Skills, Responsible, Multitasking, Hardworking, Adaptable, and Organized

TECHNICAL SKILL

- MS office (word, excel, PowerPoint, outlook).
- Advance excel.(Pivot table , H -lookup, V-lookup)
- Working knowledge of Tally ERP 9.0

WORK EXPERIENCE

Company Name: Marsh & McLennan Companies (MECER)

Designation: Senior Associate

Duration : From 2 January 2021 to Still working

- Claim processing of the UK based client, while maintaining the accuracy & productivity
- Ensuring processing within the internal timeline
- Handling specific activity relate to the claims assigned from time to time
- Coordinating with the onshore & offshore team or the processing of claim

Company Name: RBL BANK LTD

On Payroll: SYSOFT INOTECH PVT LTD

Designation: Back-office Executive (forex card Ops)

Duration : From 29August, 2017 to 2 January 2021

Work Experience: 3 years 4 month

- Manage all the Forex card operations /support activities for timely processing of transactions for activating & loading the forex card / Multicurrency card

- Verification of the document of the customer, received from branch with adherence to KYC standards & laid down process
- Ensure compliance with the KYC policies and procedures of the Bank as stipulated from time to time
- Doing the rate booking for the foreign currency as per the rate confirmed to the customer by the Branch / RM and debit the customer A/C in Finacle system and activated or load the card on the portal of vendor
- Handling all the query related to the product(forex card) from the branches through mails & calls
- Custodian of the Forex card Stock & Maintaining the record of the In /out stock of the forex card
- Dispatch the forex card Stock to the branches as per their requirement & indent the stock from the vendor
- Coordinating with the different internal teams & vendor for the issues faced by the customer related to the forex card
- Coordinating with the vendor to offload /refund/closure request of the customer of the forex card
- Maintain the record & dispatch the offload/ refund cheques issued by the vendor to the customer/ branches
- Maintain the MIS report for all the daily business done & generating the reports as when demanded.
- Payment settlement with Vendor in the form of remittance & incentive
- Reconciliation of the GL/Accounts

Company Name: SYSCON INFOTECH PVT.LTD

Designation : Sales Co-coordinator- Backoffice Executive (Admin)

Duration : From 8 May, 2017 to 26 August 2017

Work Experience: 3 month & 18days

- Manage all the back-office work and office administration.
- Handling all the inbound and outbound call from the Client and Vendors
- Receiving and directing visitors.
- Receiving the requisition for I.T related issue from the client and making available the I.T/ Hardware Engineers on time
- Co-coordinating with the engineers and allotting the Calls to the engineers
- Monitor all purchase requisitions from the client and analyze their requirement
- Contact each vendor and take information regarding price, availability of stock, material specification
- Prepare the Quotation as per the company format
- After receiving the confirmation from the client for the Proposal
- Placing the order and handle adjustments with the vendor and make the material available at the site
- Receiving & checking the Invoice for the purchases done and getting it billed on time by co-coordinating with accounts dept.
- Performs administrative and office support activities to the director
- Keeping the record of the In /out stock of the material

Company Name: FIT RIGHT STORAGE SYSTEM.

(Avyaan Retail Pvt.ltd) MUMBAI

Designation : Office admin

Duration : From 10th December, 2015 to 30th April, 2017

Work Experience: 1 year and 4.5 month

- Manage all the back-office work and office administration.
- Maintaining the office database, file, records
- Preparing the Purchase order, sales challan and Invoicing
- Maintaining the office stationery.
- Preparing the cheques and maintaining the bill paid record
- Performs administrative and office support activities for supervisors.
- Handling all the inbound and outbound call, receiving and directing visitors.

Company Name : MX INFORMATION SYSTEM Pvt. Ltd, MUMBAI

Designation : Ecommerce Coordinator// Executive

Duration : From Jan 2014 to 30 Nov 2015

Work Experience : 1 year and 10month

- Manage entire pre and post sale on E-commerce shopping portal (Snapdeal, Paytm, Flipkart, Amazon & Shopclues)
- Listing the product on Portal panel & daily updating of inventory and price of the uploaded products.
- Confirming the orders and arranging the material for shipment within the time constraints.
- Doing sale order entry in tally Software.
- Coordinate with the logistic team to get the material packed for shipment on time.
- Coordinate with courier person & arranging the pickup.
- Doing the mail communication with the snapdeal and its customer.
- Filling and keeping the records of the orders and customer details.
- Creating the MIS report & maintain the data and generating the reports as when demanded.
- Providing customer service by resolving queries before placing the order and resolving customer issues after delivery of the order.
- Coordination at the time of RTO/return good, proper conditions goods are received
- Planning and forecasting business and evaluating on the sales comparing with other ecommerce portals.
- Payment settlement with Snapdeal in the form of compensations.
- Planning for meetings the targets.

Place: Mumbai.

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