**Curriculum Vitae**

**NEHA BHASIN**

**CARRER OBJECTIVE**

To work in sensible way in an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest.

**Professional Experience**

* Currently working with **STI** (known as **OMNIGLOBE INTERNATIONAL**) as a **Sr. Process Associate** from **Nov 29, 2013** to **Current.**

**Job Profile**

* Analyzing the Fraud or Non fraud customers of the biggest telecom Company of Australia i.e. **Telstra**, and helping the company in reducing the revenue loss.
* Monitor real time queries and identify high risk fraudulent activities within the business portfolio.
* Identify fraudulent activities and cancel them from further processing.
* Resolve queued cases within the service level agreements to reduce potential revenue losses.
* Ensure confidentiality of all information collected during investigation.
* Determine existing fraud trends by analyzing accounts and usage patterns.
* Identify system improvements to prevent fraudulent activities.

**Carrier Install – Verizon**

A Carrier Installation service is a data communication service based on Carrier Ethernet which is delivered to a Subscriber by a Service Provider.

* I was part of Version’s Carrier Install Program.
* I was responsible for processing Ethernet Service Orders.
* Maintaining Quality Sheet, Preparing SLA, Bulletin, Assigning orders, Monthly Connect.

**Port out – Verizon**

Porting out is simply the transfer of your Sideline number out of Sideline to another service.

* I was Part of Version’s Port out Program.
* Processed Resubmission Orders, Xport and Egain Orders.
* Maintaining Whole Version’s Quality Sheet, Preparing SLA, Assigning orders, Monthly Connect, Day end report.

**Non Profit 501 (c) (3) – Legal Zoom**

A **501(c)(3) organization** is a corporation, trust, unincorporated association, or other type of organization exempt from federal income tax under section 501(c)(3).

* Currently I am part of Non Profit 501c (3).
* I am responsible for processing 501c(3) & CA SP (California Seller Permit) Service Orders.
* Maintaining Quality Sheet, Assigning orders.

**Achievements and initiatives**

* On the basis of superior performance converted **Telecom Analyst** to **Sr. Telecom Analyst**
* Come up with a new idea that improved things
* Trained, inducted or coached new staff members
* Received awards or commendations from your supervisor.
* Experience with **R.B.S** – **The Royal Bank of Scotland** from **Feb 24, 2011** to **Aug 4, 2013**.

**Job Profile**

* Verification Call to the customer fort address change.
* Quality checks of address change request to ensure zero fraud.
* Doorstep, debit card and debit pin request quality checks.
* Attended Call related to bank account, resolving disputes and handling customers queries.
* Have often been giving the responsibility of mentoring new members in team.

**Achievements and initiatives**

* Appreciation received from timely and smoothly closing dumb of 40k requests.
* Awarded spot ovation for completing of Group Policy learning for all the officers in BBP.
* On the basis of superior performance converted Temporary employee to full time employee.
* Member of fun committee, conducting weekly fun activated on every Friday.

**Educational qualification**

* B.Com(P) from Delhi University (School of open learning)
* Intermediate (12th) from NOS
* High School(10th) from Haryana Board

**Professional Qualification**

* One year Diploma in Computer Operating Prog. Asstt. From ITI Tilak Nagar.

**Hobbies**

* Listening Music and Surfing Social sites, going out with friends.

**Strength**

* Dedicated to the Task Assigned
* Can do a work as individual or a team
* Eager to learn new things
* Deterministic and Optimistic

**Personal Data**

**Father’s Name :** Lt. Sh. Pravesh Bhasin

**Date of Birth :** Mar. 1, 1989

**Marital status :** Single

**Language Known :** Hindi, English, Punjabi

**Nationality** **:** Indian

**Mobile** **:** + 91-8076793759

**Email** **:** Nehabhasin01@gmail.com

**Permanent Address :** B-44 A Ganesh Nagar, Near Check Post New Delhi - 110018

**I hereby affirm that the information furnished in this form is true and correct.**

**Place: NEHA BHASIN**

**Date: / / (Signature)**