

AMIT RAWAL

Business Associate Operations

CONTACT

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 amitrawal1003@gmail.com

 New Panvel, Navi Mumbai

EDUCATION

MBA

2016 - 2018

SJNN Institute of Management Studies

Bachelor of Arts

2009 - 2012

Mudhoji Senior College

AWARDS & CERTIFICATIONS

- Achievements in Customer Service and Fraud Prevention
- Awarded as a performer of the months for June & July 2024 at CAMS Ltd
- Client appreciation for preventing fraud of highest notional saving amount in September 2023

SKILLS & CERTIFICATION

- Microsoft Excel & Office
- Communication skills
- Ms Office
- Mutual Funds
- NISM Series 5A

PROFILE

I am a knowledgeable professional with several years of experience in operations and customer service. I excel in planning and problem-solving, focusing on maximizing resource utilization for improved profitability. My strong relationship-building skills and leadership qualities enhance my ability to contribute effectively to team success.

WORK EXPERIENCE

SENIOR CUSTOMER SERVICE ASSOCIATE

Computer Age Management Services Ltd

Oct 2023 - Present

- Position responsible for business associate operations in a customer service context
- Provide excellent customer service to clients
- Update and maintain client files
- Developed and maintained customer relations by providing prompt, courteous service
- Answered customer inquiries and provided accurate information regarding products and services

CUSTOMER SERVICE ASSOCIATE (FRAUD & RISK MANAGEMENT GROUP)

IDBI Intech Ltd

12/2021 - 10/2023

- Customer Service Associate in the Fraud & Risk Management Group
- Provide excellent customer service to clients
- Reviewed and monitored large-scale customer transactions for potential money laundering activity
- Analyzed suspicious transaction patterns to detect any fraudulent activities

BUSINESS ASSOCIATE OPERATIONS

Altruist India Pvt Ltd

01/2020 - 11/2021

- Business Associate Operations focused on customer service
- Answered incoming customer calls regarding product inquiries, orders, complaints and general customer service
- Monitored email queues and responded quickly to customer requests

CUSTOMER SERVICE ASSOCIATE (COLLECTION DEPARTMENT – LOANS)

IDBI Intech Ltd

04/2018 - 02/2019

- Customer Service Associate in the Collection Department (Loans)
- Researched customer accounts for any discrepancies or outstanding payments
- Negotiated payment plans with customers to ensure timely repayment of debt