

# Hitanshu Shah

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## SUMMARY

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## EXPERIENCE

**Pension Advisor**, 07/2021 - Current

**Willis Towers Watson**

- Processed pension scheme contributions and member data updates
- Mainly served **Bank of America, JP Morgan, Barclays, Bank of Ireland, Network Rail, Thomas Cook, Fujitsu**
- Investigated and resolved member queries, **reducing WIP from 8600 to 4800**
- Managed complaints and escalations with a solution-driven approach
- Worked on complex queries, **maintaining 100% production**
- Monitored processes and implemented measures to maximize customer satisfaction
- Created process guides and standard operating procedures to reduce errors and **kept the quality score above 95%**.
- Ensure ongoing sustainable and dynamic relationships with stakeholders whilst managing their expectations.
- Interacting with the clients and stakeholders every week updating them on the performance key improvement issues.

## INITIATIVES AND PROJECTS

- Have successfully trained many new joiners in the team and mentored a couple of new joiners to make sure they are completely competent in daily operations which reduced dependency among individuals in the team and created sufficient backups.
- **Project 'Abandonment'** – Here I was given a list of cases which needed to be reviewed and identify the reasons why each case was abandoned, suggest alternatives to abandoning the case also recommend future action.
- **Project 'Transfer Quotation'** – Here due to some system error the transfer quote was not sent in stipulated time to the member and it's financial advisor by the offshore team. Made fresh member and third-party specific transfer quote and sent it via email.

## DISCLAIMER

- I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

## SKILLS

- Ability to work in pressure conditions with the team
- Adaptable to any environment easily and self-motivated
- Capable of handling multiple tasks at a time while maintaining work quality
- Capacity to manage confidential and sensitive information
- Attention to Detail
- MS Excel
- MS Word
- MS Power point

## EDUCATION

**Bachelor Of Financial Markets (B.F.M)**, 2021

**S.K. Somaiya Degree College of Arts, Science and Commerce** - University of Mumbai  
CGPI: 8.49

**HSC**, 2018

**K.J. Somaiya College of Arts and Commerce** - Maharashtra Board  
74.77%

**SSC**, 2016

**Fatima High School** - Maharashtra Board  
79.20%