

Resume

Suhas Suresh Shinde

Contact no: 8668487163

E-Mail: suhas_may1978@rediffmail.com

Objective:

Seeking a position in an organization & to learn, develop utilize skill & experience.

Work Experience:

Organization: STERIA INDIA LTD.

Duration: From 04/10/2012 to 17/12/2018.

Designation: Process Assistance

Project/Client: Working for debt collection process of NHS Shared Business Services UK as a credit controller.

Job Responsibilities:

- NHS SBS provides financial services to more than 100+ NHS trusts and CCGs. Personally taking care of more than 1000 invoices per month.
- Maintaining cash flow issues of the clients.
- Contacting the debtors through emails and phone calls for payment. Taking care of payment collection of invoices raised to Department of Health (DOH), Trusts, Health Bodies, Public Bodies, Insurance Companies, Government Bodies, Pharmacy companies, Private Companies, Solicitors, Individual Patients, Overseas Visitors, Trust Employees, and Hospitals. Etc.
- Sending invoice copies and backing information of invoices through emails. Taken care of generic email inbox of credit control of responsible Trust. Answering every email received within SLA.
- Handling collection activity for invoices in all different age buckets.
- Investigating reason of payment shortfall on invoices and communicating to the debtor to clear shortfall on invoices.
- Referring the invoices to External Debt Recovery Agency, if the debtor fails to pay or do not exhibit any payment intention.
- Setting up of repayment plans in terms of individual, overseas patients and employees if they are unable to pay the invoice amount in one payment. Also monitoring such invoices every month to make sure the debtor is paying regularly.
- Responsible to maintain & update the UK Suppliers Data in Oracle System.
- Preparation of Mandatory Weekly, and Monthly Reports.
- Responsible to Interact with Clients & UK team members.
- Processing of Invoices & Credit Notes.
- Responsible to handle Payments run proposal on daily Basis.
(Payments Type: - CHQ, BACS, RFT, ZERO)
- Uploading and Downloading Bank Statements into Oracle system.
- Allocation of payment and credits as per remittance provided by debtors.
- Responsible for client's debt performance & working to meet client SLA.
- Responsible for monitoring daily productivity and accuracy targets against the defined Service Level Agreement (SLA).

Work Experience:

Organization: Exl Service Limited.

Duration: 11-02-2008 14-02-2011

Designation: Customer Care Executive

Project/Client: Sunshine

Job Responsibilities:

Worked with EXL India services, Pvt. Ltd. as a customer care executive for Insurance process

- Sunshine is a part of Allstate insurance of US. One of the leading insurance service providers in US.
- Taking inbound calls of the customers stranded on the road due to flat tires, no gas, car breakdown or dead battery. Finding the locations of the customer on using Google map with the help of information provided by the customer.
- Worked as mentor for a team of 6 new joiners providing with on job training.
- Providing PO numbers, making credit card payments over the phone. Handling payment queries of the service providers.

Work Experience:

Organization: Idea Cellular Limited

Duration: 31-08-2005 to 15-05-2007.

Designation: Customer Care Executive.

Project/Client:

Job Responsibilities:

- Handling inbound call catering to corporate customer needs.
- Billing Adjustment.
- Refunds.
- Customer Retention
- Welcome Notes.
- Health Check-Feedback/Service about the product.
- Billing Guarantee-Bill accurate zero error billing.
- Preparing daily analysis of inbound calls related bill enquiry value added services, handling escalations.

Extra In natives:

- Preparing daily MIS of attendance.
- Roster Maintainers.
- Leading team for vas up selling, organizing events for customer care employees.

Educational Qualifications:

<u>Sr.no</u>	Board /University	Degree	Year	Class
1	Pune	B.com	May 2001	Pass
2	Pune	H.S.C	March 98	Pass
3	Board	S.S.C	March 96	Pass

Professional Training:

Duration Positions Certified Call Center Professional
(22-12-2004 till 22-05-2005)

Computer knowledge:

Duration Diploma in Office Automation and Financial Accounting
(20-08-2000 to 20-02-2001)
Ms Tools /Tally 4.5 and 5.4 versions.

Personal Information:

Name: Suhas Suresh Shinde
Date of Birth: 03-05-1978
Address: Survey no-:262 1/3 Khese Park,
Dhanori Jakat Naka, Lohegaon.
Pune.