

RESUME

NAME: **SUPRIYA BALRAM**

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DATE OF BIRTH : 24th May 1969

SEX (M/F) : Female

MARITAL STATUS: Married

NATIONALITY: Indian

CAREER OBJECTIVE:

In pursuit of challenging Homebased Assignments / Freelance/ Part-time Jobs in the functional areas of Finance / Training / Travel industry. I would like to enhance my skills and utilise my expertise with a progressive company.

SYNOPSIS:

TOTAL WORK EXPERIENCE: 13 YRS includes:

- Customer Service Associate-SME(Trainer) at a BPO for a US Credit Rating Agency (Non-Voice) process;
 - Inter-Branch MIS, Bank Reconciliation and negotiation, maintaining Cash Flow at Head Office of a reputed Car Rental Agency;
 - Assisting in Income Tax Returns filing and Auditing Books of Accounts with a Chartered Accountancy firm;
 - Customer Sales for well-known Holiday Resort.
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EDUCATION:

- B.Com Graduate from Bombay University in 1989 securing Second class.
- HSC from Mulund College of Commerce in 1986 securing First Class.
- SSC from St. Mary's Convent in 1984 securing First Class.

PROFESSIONAL TRAINING

- Diploma from Tradewings (IATA) securing First Class in 1998 and selected for 6 weeks training with Indian Airlines in departments like Customer Service, Passenger Handling, Ticketing, Baggage and Cargo.
- Insurance Regulatory and Development Authority License in 2003.

CURRENT OCCUPATION: A HOME MAKER

TOTAL WORKING PROFESSIONAL EXPERIENCE: 13 YRS INCLUDES

- ❖ **5 years (May 2006-May 2011) with Intelenet Global Services (Pvt) Ltd. Ashar IT Park, Thane include US Non-Voice process of 2 Credit Rating Bureaus.**

Job Responsibilities:

6 months as **SME Trainer** which included

- On the Job Training of Associates about the finer objectives and finer details of processing and its importance to Consumers, Client and Organization at large.
- Focussing on the SLAs of Quality, Production, Schedule Adherence and Attendance by
- co-ordinating with the Heads of Operations Team, Quality Team and Work Force Management Team.
- Professing the importance of Compliance and Integrity required for the process by strategizing through Weekly Assignments, Flow Charts, Power Point Presentation, Quizzes and Games.
- Assigning group activities to encourage Team Bonding and Team Spirit to develop a balanced and cordial working atmosphere.

4 ½ years as **Customer Service Executive** of a 2 leading Credit Rating Agencies of USA :(3 ½ years at TransUnion and 1 year at Equifax) which included

- Forwarding consumer disputes related to Account's ownership, status, payment history, terms and conditions, credit limit and special requests during natural disasters, illness and layoffs.
- Guiding the consumer about improving the Credit Score and Credit History
- Assisting victim of Identity Thefts by adding/removing Fraud Alerts by cross verifying the information on the Credit Report.
- Processing Speciality Queues for distinct consumers who are Minors, Deceased, Incarcerated, on Military Duty and Victims of Identity Theft.

1 year(April 2005-March 2005) as Business Development Executive, Sterling Holiday Resorts(I) Ltd, Bhagirathi Smruti, Subhash Road, Vile Pare(E), Mumbai.

Job Responsibilities include:

- Promotion of product by approaching Corporates and individuals through Field work and telemarketing.
- Developing orientation program and training executives for required timely Sales Strategies.
- Achieving Targets by guiding customer about effective Utilization of Membership and maintaining transparency in the Deal

- ❖ **1 year(January 2004-February 2005) as Counter Sales Officer with Fortpoint Automotive Pvt. Ltd. (Piaggio), 326 Mohan Mills Compound, Ghodbunder Road, Chitalsar, Manpada, Thane.**

Job responsibilities include:

- Preparing Quotations and negotiating Finance Schemes, and Registration formalities; Co-ordination with Operations and Accounts Departments and Final Delivery of the vehicle.
- Guiding the team of Field Executives by generating prospective customers through telemarketing, acquiring references through promotional activities and trouble- shooting queries towards reaching Ultimate Sale.

- ❖ **4 years as Sr. Accounts & MIS Assistant, Hertz Rent-a-Car(H.O)- a Division of Transport Corporation of India Ltd.**

Job responsibilities include:

- Co-ordination with various branches for Control of Inter-Branch Debtors, MIS, Reconciliation and Finalization of Balance Sheet.
- Monthly Reconciliation of Bank Statement and maintaining a Cash Flow Statement.
- Ensuring clearance of Cheques, Demand Drafts by negotiating with Banks and Finance Companies.
- Handling Petty Cash by regular follow-up of IOU's; and maintaining records of Cash Receipts and Payments.

- ❖ **2 years as Accounts cum Audit Assistant , J.G. Naik & Co Chartered Accountants, 12/13 Esplanade Bldg., Fort, Mumbai- 400 001.**

Job responsibilities include:

- Vouching and assisting in Statutory Audit.
- Filing Income Tax Returns and assisting in Income Tax Hearings
- Writing Books of Accounts for clients.

OTHER INTERESTS:

- Organizing sports and entertainment events and social gatherings.
- Participation in counselling, debate, drama, dancing, writing and poetry recitation.

HOBBIES:

Reading, Music, Travelling, Cooking

LANGUAGES KNOWN:

English, Hindi, Marathi, Gujarati.

SUPRIYA BALRAM

