

Manish Makhija

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To obtain a responsible position where I can utilize my skills for personal growth while contributing towards organizational development.

PROFESSIONAL ABRIDGEMENT

A competent professional with 9 years of experience in the areas of Client and Partner servicing (Regulation and compliance, Calling & Backend).

CAREER CONTOUR

Associated with American Express, Gurgaon since March 2011

Currently working as a Lead Business Analyst with GRPA (Global Regulatory and Policy Assurance)

Current Responsibilities

Responsible for designing strategies and implementing global solutions for GSN to systematically collect, research and report complaints captured by GSN. Involved directly with the various service process/colleagues across GSN, US Banking, Compliance and other Business Processes to ensure sound accountability for all complaint processes to ensure we are meeting/maintaining the regulatory and legal requirements.

May 6th 2017 till June 1st 2018 Senior Complaint Analyst with Global Research and Intelligence Team.

- Review, action, and document root cause and resolution for customer complaints and servicing issues
- Ensure complaints and servicing issues are properly coded to meet regulatory reporting requirements
- Identify and escalate trends and defects that have a potential legal, regulatory or servicing risk by.
- Provide coaching and feedback to Team Leaders and Customer Care Professionals
- Understand basic consumer protection, banking regulations and applicable laws to identify and appropriately escalate complaints, defect and trends to business partners within Compliance, World Service and the Bank.
- Ensure compliance with Complaints Management Policy and other legal/regulatory requirements.
- Address customer friction points and make process improvements by submitting PIEs on IGNITE tool.

May 15th 2015 till May 5th 2017 worked with PCT (Partner's Compliance Testing) for GPN.

- Auditing the American Express partner's to make sure they work as per the USA Federal Law regulation and Compliance guidelines (GPN: Global Partner Networking).
- Audit the Auditors to ensure that our Partners are adhering to Compliance and Regulatory requirements.
- Handle more than 30 Partner Programs across Third Parties.
- Validate the monthly reports published by the partners to ensure that they adhere to the contractual terms and share them on the Share Point for future reference
- Attend call calibrations with partner's Compliance and QA teams to align on findings.
- Audit the Partner's QA teams to ensure they work as per the compliance guidelines and also check the reports published by the partner's to make sure they adhere to contractual terms.
- Also test the new and old applications after signing the contract with third parties to make sure all applications work fine for the third parties.

October 31st 2011 till May 15th – Worked with CSO (Corporate services operations)

- Was a part of daily inventory of Corporate Research & Maintenance function
- Trained a Team of 3-4 Members in multiple case types. Ensuring adequate process knowledge which reflects in new hire quality scores
- Extended support to the business through real time query support, floor walks, customized quality huddles and one to one C&F sessions
- Worked with the team to drive UPH and meet the monthly targets on an individual level for the entire team.
- Set up cases for mass maintenance which has more than 50 work units.
- Individual team player to support call out function for the entire team.
- Appointed as the Quality SPOC of the team for the first quarter 2014.
- Also being an EEAT SPOC I am involved in different fun and learning EEAT activities for the process.
- Also rewarded for an excellent EEAT SPOC for June 2014.

Customer Service

- Customer Queries and providing with a resolution on regular intervals.
 - Critical Maintenance on the account, such as address & phone updates, adding an authorized a/c manager.
 - Providing best suitable alternatives to the Program Administrators/card member's regarding the American Express website at my end if not possible, then co-ordinating with different departments to get the work done.
 - My approach towards customer service understands the customer's psychology and also helps them with their concerns. I also try and use my analytical skills to gauge the Program Administrators/card member's needs and appropriately suggest them with solutions, or with alternate options. This helps me to deliver excellent customer service.
- March 2011 - Joined as ***Team member in TBASS.***

Function & Responsibilities

- Call listening (Phoenix)
- Filling out the VOCM form for the CCP and send out the surveys to the PA.
- Check on the given criteria whether the survey should be sent or not. (Non PA, Drop out, Transferred out etc.)
- Pull the details of the PA from the GREG and match it with the caller.
- Maintain the equal distribution to the CCP's surveys that need to be sent out.
- Maintaining the daily tracker (MIS) of the surveys that have been sent out.
- Supporting Quality Team (CSO).

Associated with V-Angels, Okhla Feb 2007 - Feb 2008

-Joined as Customer Care Professional for Global Client: T-Mobile. Orange, 3G Network.

Function & Responsibilities

- Attended customer's complaints for handset faults.
- Attended important clients to ensure client satisfaction.
- Awarded for best performer of the month.
- Conducted process trainings for new teams.

Associated with PCL, Okhla June 2005-Dec 2006

Function & Responsibilities

- Attended customer's complaints for T-Mobile. Orange, 3G Network.

ACHIEVEMENTS

- Awarded for Outstanding Performance with GRIT team as a top performer for Q4.
- Presented the Idea for Inventory Management Idea which will help to support our core objective which is to resolve complaints in a timely manner and help shape the future inventory strategies.
- Awarded for creating Online Data Collection tool to make sure the team and Partners are aligned while marking errors if partners and third parties fail on Regulatory or Compliance point in November 2016.
- Rising Star for the month of Sep 07.
- Completed Stepping Stones training.
- Worked for the biggest network process in UK.

ACADEMIA

- Completed of BBA affiliated to Vinayaka Missions University.
 - Completed Senior Secondary Examination in the year 2003 from Guruteq Bahadur Public School (CBSE Board).
 - Matriculation in the year 2001 from Kendriya Vidyalaya (CBSE Board).
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PERSONAL DOSSIER

Date of Birth : 14th December 1984
Languages Known : English, Hindi
Marital Status : Married