

# Arun feliks vinoba

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## EXPERIENCE

### **Hexaware Technologies, Chennai one — Senior Executive** **August 2019 - February 2021**

- Completed daily process adjustments to maintain accuracy.
- Maintained records by imaging invoices, debits and credits.
- Implemented new accounting processes to decrease spending and workflow downtime.
- Compiled general ledger entries on a short schedule with 100% accuracy.
- Validate all client payments are executed and reconciled.
- Complete daily processing procedures including batch and balancing responsibilities.
- Manage payment posting process including verifying error and performing resolution.
- Work with appropriate resources to ensure resolution and tasks completed to client satisfaction.
- Cooperate with team members to meet goals and complete tasks.
- Load and update payment files accurately and in a timely manner.
- Manage payment posting process including verifying error and performing resolution.
- Validate if all invoices are valid for payment and generate Payment Proposal List.
- Submit payment proposal for verification to the Team Lead and generate final payment proposal.
- Processing and researching rejected premium payments

### **Vertex Customer Management India pvt ltd, Karapakam — Business Associate** **January 2018 - May 2019**

- Maintained customer satisfaction with forward-thinking strategies focused on addressing needs and resolving concern.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

## OBJECTIVE

I seek a challenging assignment in organization that will utilize my knowledge and experience. My aim is to contribute to the objective of the organization and to grow with it. Having an experience in the fields of competition I can be sure of my commitments towards the company which will endeavor far most in achieving goals the highest quality strategic solutions to resolve challenges, propel business growth.

## SKILLS

Passionate to learn and explore new things

Decision Making

Data analysis and reporting

Business analysis

Excellent problem-solving abilities.

Strategic planning

## LANGUAGES

Tamil and English

- Coordinated timely responses to online customer communication and researched complex issues.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Responded to customer inquiries and concerns within set deadlines.
- Kept accurate records of all customer interactions and transactions.
- Managed billing, service and account issues for the customers.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Load and update payment files accurately and in a timely manner.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.

## **EDUCATION**

**Madras University** -, Chepauk — MBA (HR) pursuing

**Agurchand Manmull Jain College** -, Meenambakkam —  
B.COM (CS) 2013 - 2016

**Valluvar Gurukulam Higher Sec. School**—, Tambaram — HSC 2013

**Gurukulam Matriculation School**—, Tambaram — SSLC  
2010

## **DECLARATION**

I hereby declare that all the information provided above is true to the best of my Knowledge. I take full liability for the correctness of the information.