|  |  |  |  |
| --- | --- | --- | --- |
| Accounts/Finance Post Graduate  zvarun coat  Varun Bhasin  T- 022 409 8233  certifiedoffice@gmail.com  423B Blockhouse bay road, Blockhouse Bay Auckland 0600 New Zealand | | | |
|  |  |  |  |
| **ABOUT ME**  I am an enthusiastic, competitive, trustworthy and friendly team player who drives excellence, love working towards individual and team goals, have excellent communication skills with diverse experience of the customer and complaint handling in a fast-paced, high volume processing environment.  I am in quest of a challenging profile with opportunities for career advancement and learning, want to work and grow in a professional organization having dynamic growth potential, where skills and efficiency are rewarded suitably. |  |
|  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | |  | | |  | |
| **PROFESSIONAL SYNOPSIS**  Passionate intercultural expert with a blend of experience in banking customer service, first-party collection, fraud investigation, mandatory compliance, audits, complaints handling, sales, up-selling, inventory, quality monitoring, packing, training, coaching, mentoring, supervision, and administration  Worked in companies associated with Banking, Credit card, Telecommunication, logistics, Airlines and Collection  Working with progressively more challenging cases, diverse clients in international setting with strong background in customer service and sustained business efficiency  Self-motivated and organized professional providing skillful support to department managers with minimal supervision, and excellent Ability to effectively communicate. Excellent comprehension, listening, writing, speaking, reading, and the ability to find creative solution  Warm, natural and friendly personality with great hospitality skills | | |  | |
|  | | |  | |
|  |  | | **KEY SKILLS**  **Understanding the deliverable:** As a logical analyzer, I have the inclination to understand the perspective and then work on the projects at hand which increases the productivity and proficiency.  **Communication**: Dealing with internal and external customers at all levels, to ensure successful communication via actively listening and probing questions  **Problem-solving**: Resolving in-depth queries, methodically and independently, with all types of customers appropriate resolutions, efficiency and high level of quality service. Exercise prudent and timely judgment in normal and emergency situations.  **Customer Care**: I carry a positive attitude with good communication, teamwork, strong work ethic, interpersonal intelligence, dependability, and accountability to deliver exceptional customer interaction.  **Anger Management**: Possess expertise in Anger Management, and to handle difficult people.  **Team Player**: Ability to encourage and inspire team members to perform better towards a common goal. I am good in collaboration, negotiation, influence, advising and interpreting of situations.  **Planning and organizing**: Refined planning and organizational skills that balance work, team support and additional responsibilities in a timely and professional manner  **Ability to multitask** while maintaining priority and efficiency  **Systems knowledge**: Proficiency with computer software programs and experienced to prepare and analyze quantitative data, obtain and process information data for management, accurately and to timescale  **Sales**: Take complete responsibility for results being proficient in product knowledge, strategic prospecting skills, rapport building, buyer-seller agreement, active listening, communication, questioning, and objection handling. I believe to be successful with empathy, and optimum utilization of resources | | |  | |
|  |  | |  | | |  | |
|  |  | | **PERSONAL STRENGTHS**  ETHICAL TIME MANAGEMENT  HARD WORK  PEOPLE SKILLS  CONFIDENCE  VISIONARY  CONSIDERATE  FOCUSED  TECHNICALLY SAVVY WITH SYSTEMS AND APPLICATIONS  CONTACT CENTRE EXPERIENCE  OWNERSHIP | INITIATIVE  DISCIPLINED  HELPING  ATTENTION TO DETAIL  ALPHANUMERIC DATA ENTRY SKILLS  RESILIENT  CONSISTENCY  SIMPLICITY  EFFICIENCY  FIRST TIME RESOLUTION | |  | |
|  |  | |  | | |  | |
|  |  | | **EDUCATION**  **POST GRADUATE DIPLOMA IN BUSINESS ADMINISTRATION (ACCOUNTS AND FINANCE), AUCKLAND INSTITUTE OF STUDIES**  **Auckland, October 2016 - November 2017**  **\*\*\*Awarded academic excellence in postgraduate studies for this course.**  Focusing on accounts and finance this qualification has helped me to understand the practical concepts to generate profit in business  Major subjects awarded in my academic transcript;   * International finance and risk management * Corporate and business finance * Financial statement analysis * Valuation and decision analysis * Accounting framework * Financial accounting and analysis * Management accounting and analysis * World economy and money matters * Economic decision making | | |  | |
|  |  | |  | | |  | |
|  |  | | **ACADEMIC ASSIGNMENTS COMPLETED**  **1. Company Freightways limited**   * Industry: Express package services * Scope: New Zealand * Topic: Valuation based on lifelike assumptions * Work profile:   Analysing economy, industry, and company to predict realistic deliverables, consider the deliverables to generate the cash flows, build a model for evaluation, value the company based on EBITDA multiple and DCF  **2. Company: NZ windfarms Ltd.**   * Industry: Wind power generation * Scope: New Zealand * Topic: Capital structure of NZ windfarms limited * Work profile:   Understanding the capital structure, comparative study for the past five years, observation on the changes in capital structure, understanding the reasons for such change, propose an ideal capital structure  **3. Company: Ryman healthcare ltd. & summerset group holdings ltd.**   * Industry: Healthcare * Scope: New Zealand * Topic: Financial statement analysis followed by a comparison between Ryman healthcare ltd. And Summerset group holdings limited * Work profile:   Build a model for auto calculation of critical ratios, study the financial statements and ratios, derive meaning out of it, do a comparison and suggest improvements  **4. Company: Auckland International Airport**   * Industry: Airline hub * Scope: New Zealand * Topic: Financial statement analysis of AIA * Work profile:   Economy, industry and company analysis, study the financial statements of past five years and comment on the performance  5**. Company: Fisher & Paykel Healthcare Ltd.**   * Industry: Healthcare * Scope: New Zealand * Topic: Financial statement analysis of Fisher & Paykel Healthcare Ltd. * Work profile:   Economy, industry and company analysis, study the financial statements of past five years and comment on the performance | | |  | |
|  |  | |  | | |  | |
|  |  | | **ACADEMIC REPORTS SUBMITTED**   * Ethical conduct in finance and accounting * Recommended strategies for managing the risks of investing in the nzx securities * Risk and return trade-off to create value in a business | | |  | |
|  |  | |  | | |  | |
|  |  | | **PROFESSIONAL EXPERIENCE**  **DELIVERY CENTRE CONSULTANT, CONCENTRIX**  **Auckland, New Zealand, May 2017 - Till date**   * Provide exceptional service to our customers * Develop a strong understanding of all client services available and be able to articulate and sell those * services to their customers * Develop my skills and, at all times, demonstrate effective use of all tools, products, and processes * Communicate effectively with customers, peers, support personnel, and management * Follow established Policy and Security procedures * Be mindful of agreed service level commitments but, in all circumstances, ensure customer satisfaction is held paramount at all times * From time to time perform other business related tasks assigned by account leadership team | | |  | |
|  |  | |  | | |  | |
|  |  | | **STOREPERSON, CARDINAL LOGISTICS**  **Mangere, New Zealand, December 2016 - January 2017**   * Complete customer orders and prepare them for shipment * Keep a count of inventory * Remove defective products * Liaise with the replenish, and other teams * Adherence to the Health and Safety policy and guidelines | | |  | |
|  |  | |  | | |  | |
|  |  | | **PROCESS TRAINER, BARCLAYS SHARED SERVICES PVT. LTD.**  **Noida, India January 2012 - October 2016**   * Conduct product, soft skills and sales training of new hire and existing staff for customer service, complaints, compliance, financial ombudsman, fraud, finance, loans, and collection * Identifying and analyzing training need * Perform administrative tasks like room booking, workforce management liaison, hr * portal management, learning management system (LMS), stationery, reports, files, and printing * Work as a single point of contact for all non-ops departments and identify, evaluate * & coordinate operational, admin, it and hr issues * Publish weekly and monthly training report at an agent, team and program level * Initiate quality and process improvements through pitch-in portal * Timely closure of all processes and other requirements for self and team * Organize coaching sessions to identify training needs, and develop improvement * action plan * Organize, plan and implement monthly cyclic activities including refresher training, monthly tests, and call monitoring * Liaison with quality team and operations to identify, screen and execute process * improvement plans * Plan and improve training workshops and projects to monitor and groom poor * performers * Worked in and trained the internet technical Support team, fraud, email support, and live chat support teams | | |  | |
|  |  | |  | | |  | |
|  |  | | **PROCESS ADVISOR, BARCLAYS SHARED SERVICES PVT. LTD.**  **Noida, India July 2009 - December 2011**   * Service inbound and outbound calls, emails, and letters * Clarify customer requirements, probe for understanding, and use decision-support tools and resources to manage high complexity calls to provide resolution to the customer appropriately * Amend customer information and record customer interactions and resolutions * Take online payments, gather and enter information into the system * Serve as a backup to the team lead, quality analyst, and trainer * Upselling of value-added services after need identification * Meet the key responsibility objectives of the profile like Aht, hold time and quality * Manage complaints effectively to turn the customers into advocates of the company * Worked in new applications processing, Disputes claim department, lost and stolen, and collections departments * Proficient in online systems * Achieved target consistently | | |  | |
|  |  | |  | | |  | |
|  |  | | **PROCESS EXECUTIVE, IDS INFOTECH LTD**  **Mohali, India July 2005 - April 2006**   * To solicit orders by interacting with the U.K. customers on phone * To deliver prepared sales scripts in persuading potential customers to purchase the product * Offering support for products including, but not limited to, smartphones, calling minutes and mobile data * Describe products and services to the customers for responding to questions, and obtaining the information, and conducting follow-up * Achieve the targeted sales objectives * Write and maintain proper follow-up remarks for telephonic communications, interactions, accounts, orders, and payments * Take care that the outbound calls do not disturb, annoy, or offend people enrolled in do-not-call lists * Providing solutions to customers who request cancellation of their services, the internet, account closure or retention, and credit reference inquiries | | |  | |
|  |  | |  | | |  | |
|  |  | | **Additional workshops for improvement**   * Seven habits of highly effective people * Fish: the amazing work culture * Progressively involved in community service, to empower the youth, with OM foundation * Volunteer for Bhartiya Samaj Charitable trust | | |  | |
|  |  | |  | | |  | |
|  |  | | **INTERESTS AND HOBBIES**   * Interacting with People * Gardening * Listening to Music * Explore new products in market | | |  | |
|  |  | |  | | |  | |
|  |  | | **REFERENCES -**   * **Anna Pynenburg-Smith**   Human Resources Specialist, Cardinal Logistics  Phone: +6499091858 Email: annaps@cardinallogistics.co.nz  Address: 19 Nesdale Ave, Wiri, Auckland     * **Ayesha Giri**   Marketing Officer, Auckland Institute of Studies  Phone: (09) 815 1717 Ext 814 Email: ayeshag@ais.ac.nz  Address: 28a Linwood Avenue, Mount Albert, Auckland 1025 | | |  | |
|  | |  | | |  | |