**Mayuri Tiple**

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LinkedIn: [Mayuri (Petkar) Tiple | LinkedIn](https://www.linkedin.com/in/mayuri-tiple-a14905208/) Ready to Travel

**Process Executive**

**Core Strength**:

* Analytical Problem-solving skill • multi-tasking
* Customer support • Task delegation & prioritization.
* Ability to work under pressure • Good team player & team leader.
* Customer and result oriented • Project Management & Time Management
* Technical support & SaaS • MS Excel, MS word, Coupa, outlook, ERP

**Professional Development:**

* **Google IT Support Professional Certificate**

# Junior IT Analyst

NPower Canada │ Toronto, ON.

**Professional Profile**:

* Dedicated and seasoned Process Executive Assistant with 3 years of experience excelling in Insurance domain providing effective solutions for customer queries, delivering high-quality service, and maintaining high customer satisfaction.
* Experienced in Monitor, identify, and mitigate account-level risks and up-sell opportunities.
* Collaborate with business front end sales team and operations to develop win strategies, incorporating throughout proposal deliverables.
* A strong analytical skill to read & review the plans, specifications, drawings and other documents and files prior and during the project with multitask ability in fast paced environment.
* Experienced in providing technical support and installation support.
* Proficient and handled all methods of communication including phone, e-mails, web, correspondence, enquiries and more in a professional, and extremely confidential manner.
* Adept at calendar management, coordinating executive-level meetings, and ensuring seamless communication between stakeholders.
* Proven track record of maintaining confidentiality, anticipating needs, and providing proactive support.
* Exceptional organizational and multitasking abilities with a commitment to delivering high-quality administrative services.
* Excellent attention to details in entering, assigning, and tracking service requests using an online work-order system.
* Proficiency in Windows, Active Directory, Office 365, PowerPoint with openness to other operating systems.
* Strong communication skills in English with a patient and positive demeanor
* Utilized email ticketing systems to track and prioritize customer requests, ensuring timely resolution.

**Professional Experience**

**ASSOCIATE**

FINE SIGHT SOLUTIONS | Mississauga, Canada **PRESENT**

* Proactively approach and engage customers to promote Rogers products and services.
* Experienced in Salesforce and CRM.
* Build rapport with customers to understand their needs and recommend appropriate solutions.
* Educate customers about the features and benefits of Rogers products and services.
* Demonstrate strong product knowledge and stay up-to-date on new offerings.
* Effectively communicate pricing, promotions, and terms of sale to customers.
* Utilize sales techniques to overcome objections and close sales.
* Process sales transactions accurately and efficiently.
* Meet or exceed monthly sales targets and key performance indicators (KPIs).
* Maintain a high level of customer satisfaction by providing excellent service before and after the sale.
* Collaborate with team members and management to achieve sales goals and drive business growth.
* Participate in training sessions and ongoing professional development to enhance sales skills and product knowledge.

**PROCESS EXECUTIVE Oct 2019 – Jun 2022**

INFOSYS BPM LIMITED | Pune, India

* Accomplished executive role with 3 years of experience in Insurance domain providing solution for queries, quality service to customers and preparing well-researched documents.
* Proficiency in reviewing and correcting errors in financial calculations, including interest, principal, payment, and closing costs.
* Implemented effective organizational systems, resulting in improved efficien.cy in daily operations.
* Collaborated with cross-functional teams to support and contribute to the achievement of company goals.
* Proficient in assembling and organizing documents for loan closings, including title abstracts, insurance forms, loan forms, registration, and tax receipts.
* Diligently verified and ensured the accuracy of loan applications and closing documents, maintaining a high standard of compliance.
* Took accountability for effectively managing senior-level escalations and customer complaints, ensuring Time management, and maintaining high customer satisfaction.
* Consistently met project deadlines by effectively prioritizing tasks based on urgency and subject of importance, ensuring the timely completion of critical projects.
* Demonstrated a track record of providing top-notch customer service, resolving queries, and addressing customer concerns.
* Ability to analyze financial data and provide valuable insights for informed decision-making.
* Cultivated strong client relationships by actively engaging with customers, addressing their needs, and ensuring their satisfaction with our products and services.

**ERP CONSULTANT**

Persistent Limited | Pune, India

* Application support for Enterprise Resources Planning (ERP) **April 2019 – Oct 2019**
* Provide launch support for all business units including project tracker, meeting organization.
* operations
* Responsible for tracking/reconciling including purchase orders and billing.
* Assisting team with contracting of projects and tracking status of project progress for major initiatives and projects with vendors.
* Assists commercial teams in the execution of major campaigns.

**Education**

**Bachelor of Engineering in Information Technology Jul 2018** G. H. Raisoni College of Engineering | Nagpur, India

**Diploma in Computer Engineering Jun 2015** G. H. Raisoni Polytechnic | Nagpur, India

**References: Available Upon Request**