



# GAURAV CHAUDHARY

## CONTACT

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Sharjah, UAE

## PROFILE

A RESULT DRIVEN PROFESSIONAL WITH 2 YEARS OF EXPERIENCES IN BPO AND BANKING SECTORS SEEKING TO LEVERAGE EXPERTISE IN CUSTOMER SERVICE, PROCESS OPTIMIZATION AND FINANCIAL OPERATIONS IN A DYNAMIC ROLE. ADEPT AT MANAGING CUSTOMER QUERIES STREAMLINING PROCESSES AND ENSURING HIGH STANDARDS OF COMPLIANCE AND SERVICE DELIVERY

## SKILLS AND ABILITIES

- FINANCIAL ANALYSIS & REPORTING
- BUDGETING & FORECASTING
- PROCESS IMPROVEMENT & AUTOMATION
- CONFLICT RESOLUTION & PROBLEM SOLVING
- TEAM LEADERSHIP & STAFF TRAINING
- STRONG COMMUNICATION & INTERPERSONAL SKILLS
- KNOWLEDGE OF REGULATORY COMPLIANCE
- DATA ENTRY & DOCUMENTATION MANAGEMENT
- PAYMENT PROCESSING & CASH MANAGEMENT
- CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

## LANGUAGE

- ENGLISH
- MARATHI
- HINDI

## TECHNICAL SKILLS

- MICROSOFT OFFICE SUITS (WORD, EXCEL, POWERPOINT)
- BANKING SOFTWARE
- CRM TOOLS
- CALL CENTRE MANAGEMENT SOFTWARE

## WORK EXPERIENCE

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### ■ SABS & ASSOCIATION

2023- PRESENT

Accountant

- Managed accounts payable and receivable, reconciling discrepancies and ensuring timely processing of invoices.
- Prepared and analyzed monthly, quarterly, and annual financial statements, ensuring compliance with GAAP/IFRS standards.
- Conducted audits to ensure compliance with company policies and regulatory requirements.
- Oversaw payroll for employees, ensuring accuracy and timely disbursement

### ■ KVC CONSULTANTS

2022-2023

BPO OPERATIONS EXECUTIVE

- ENSURED ADHERENCES TO SLAs, KPIs AND QUALITY STANDARDS ACHIEVING A 70-80 % IMPROVEMENT IN CUSTOMER SATISFACTION SCORE
- LED PROCESS IMPROVEMENT INITIATIVES THAT STREAMLINED WORKFLOWES REDUCING CUSTOMER WAIT TIME
- HANDLED ESCLATIONS CASES AND RESOLVED COMPLEX ISSUES ENSURING HIGH CUSTOMER RENTATION RATES

## EDUCATION

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- **SSC (ABHINAV HIGH SCHOOL)**  
(78.80) %
- **HSC (SINHAGAD COLLEGE OF COMMERCE)**  
(54) %
- **B.COM (SAVITRI BAI PHULE UNIVERSITY)**  
(CGPA:7.89)