

Yaminee Sahu

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Raipur, Chhattisgarh

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Key Strength: Teamwork, Banking Insurance & Operations, Payments & Investigation

Aspiring for challenging assignments in backend operations while adhering to highest ethical standards.

Professional Summary

I have done MBA, also having work experience of 3.9 years in Operations (Claim and Payment Investigations). Equipped with strong analytical & management skills exhibited through achievements in execution of various kind of business requirements, designing new efficient processes & managing implementation.

Career Record

Barclays Global Service Centre Pvt. Ltd. Noida

Designation: Process Advisor

Tenure: From April 2018 to June 2019

Responsibilities:

- My main duty was to analyze the customer complaint (related to Payment Protection Insurance on credit card).
- Verifying the customer complaint document (Email, Letter) and determining the redress amount.
- Verify claims amount, Claims form & Invoice before making fund transfer.
- Making fund transfer or Cheque request as per the customer preference.
- Responsible for handling the priority complaint for the customer who need redress amount on priority.
- Handling emails, taking action accordingly and communicating to the client, Member through the email and Sending the payment confirmation email to them.
- Monitor and track outstanding cases to make sure cases are completed within the set SLAs (service level agreements).
- Making reports including team productivity & quality and share to the team manager.

Adsorbtech Engineers Pvt. Ltd. Noida

Designation: Back Office Assistant

Tenure: From June 2015 to December 2017

Responsibilities:

- Assisting and coordinating with accounts, sales & marketing team.
- Maintain records of sales and purchase vouchers.
- Answer phone calls and handling incoming & outgoing emails.
- Monitor and manage inventory of office supplies; order and distribute supplies as necessary.
- Coordinate and schedule appointments and meetings with clients.
- Perform other administrative support tasks, including updating and sorting files, drafting, and conducting research.

Academic Record

- MBA from Sharda University, Greater Noida in the year 2015
- BBA from Rungta Group of College, Bhilai in the year 2013
- Senior Secondary from DAV Public School, Kanker in the year 2010
- Higher Secondary from SSM School, Kanker in the year 2008

Interpersonal Skill

- Team Player and optimist.
- Confident and Determined.
- A quick learner and believe in the theory “as learning never ends keep on grasping”.

Awards & Achievements

- Pitch in Idea’s had been implemented and Got **R&R** and Value awards.
- Certificate of participation in digital marketing boot camp.
- Certificate of completion an oracle university training course.

Personal Details

Father’s Name	A K Sahu
Date of Birth	01/01/1992
Nationality	Indian
Language Known	Hindi, English
Address	Kanker, Chhattisgarh

Declaration

I hereby declare that the above given details are correct to the best of my knowledge and belief.

Yaminee Sahu

Date:

Place: