**Nusrat Jahan**

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Objective:

A challenging position and active involvement in a progressive organization offering the opportunity to full utilization and develop my inherit skill.

**Work Experience:-** Total Experience - 48 Month

April 2017 to still working with Lava International pvt ltd Executive in CSD department

**Responsibility**

* Validate Compliance and non-compliance cases and take action against non-compliance cases on basis of tracking report
* Tracking ASP performance along with service call
* Follow-up with ASP/ASO / BUSM for more clarifications and close debit process against non-compliance within TAT
* Maintain, track and present daily, weekly & Monthly audit Report as per management requirement
* Handling multiple project as specified norms.
* Solution provide on escalated cases of ASP through mail/Ticketing process.
* Coordinate with service center reading employ H/S
* Check FSR document and take approvel to service center to change the part of customer.
* Mail send to service center for debit.
* Work on Tech info CRM and Xlite.
* Mail work in Outlook and official Handset.
* Data analysis in excel with the help of ‘RM’
* Helping new hire with their training.
* Maintaining Health and Hygiene (i.e., TAT & Quality) of self and help attain the same for the team.
* Doing outbound calls to customer who visited at Service center

**Aon Hewitt** (Aug 2010 to Oct 2013)

* In Aon Hewitt Approving and denying leaves for Starbucks and other client.
* Reconciliation of data for Leave of Absence (LOA) for coffee king StarBucks Coffee Company, United States of America.
* Approving leaves of employees of our client, Starbucks.
* Communicating with District and PR managers using email
* Research & Analysis on various types of leaves that could be granted to employee.
* Providing end-to-end investment solutions to the customers using Financial and investment tools like Nucleus.
* Helping new hire with their training.
* Maintaining Health and Hygiene (i.e., TAT & Quality) of self and help attain the same for the team.

Technical Skill :-

Basic information of computer,Excel Work on CRM, Outlook , Pivort table

**Achievements :-**

* Best performer in Aon Hewitt
* Spot award in November month in Lava international Pvt Ltd
* Average 5L recovery every month to ASP against non-compliance

Academic Record:

***10th from*** H.S.C., Orissa (2005)

***12th from*** Bhubaneswar University, Orissa (2007)

***B.A from*** *Sambalpur University (2010)*

Language Known:

Oriya ***-*** Read,Speak,Write English - Read,Speak,Write Hindi - Read,Speak,Write

**Personal details:**

Date of Birth : feb 20th, 1989

Fathers name : Late Mohammed Kalimuddin Marital Status : Single

Place – Uttar Pradesh Nusrat Jahan