**Resume**

**Mohit**

**Mobile No.** +919910870892

**Email Id: mohitsaini0003@gmail.com**

**Address:** 247/6 Lakhpat Colony Part-1st Meethapur Extn., Badarpur New Delhi-110044

**Work Experience:**

**Customer Service Executive with Muthoot fincorp limited from 23rd oct 2020 to 5th Sept 2022.**

**PROCESS HANDLING**

* **Gold loan**
* **Handling Operation work.**
* **Handling cash**

**Process Associate with TCS Pvt Ltd From Feb 2019 To July 2019.**

**ICICI Two Wheeler Loan:**

* Login Check Documentation through **I-Decision** Application.
* **Cibil** Check.
* Customer Details updated through **APS Application** according to customer KYC Documents.
* Making Bank Details as per statement provided by the customer according to Loan amount.
* Making **CAM**.
* **FI Initiate** as per Address proof.
* Generated RT through **I-Disburse** Application.

**Process Associate with TCS Pvt Ltd from July 2016 to Jan 2019.**

**Policy Servicing:**

* Handling **‘Policy Servicing Process’** of DHFL Pramerica Life Insurance.
* Handling the team to ensure proper and timely delivery of the reports.
* Providing training to the new joinees about the process.
* Sorting and clearing customer queries with ‘**CTA Application Software’.**
* Handling customer complaints regarding insurance policies over emails.
* Identifying errors with insurance application forms of the customers.
* Updating the KYC information of the customers **CTA and IL Application Softwares**.
* Reporting major bugs and critical errors with documents with concerned teams.
* Preparing and maintaining MIS reports and Excel sheets of various customer queries and complaints on a daily basis.
* Handling billing reports of clients for each month.
* Providing the compiled reports to the managers at the end of each month.

**Process Associate with TCS Pvt Ltd from July 2014 to July 2016, Noida**

* Working on contract basis for **TCS Pvt. Ltd.** under the **payroll of T&M Consultancy Services.**
* Working under **‘New Business Process’** for Life Insurance documentation.
* Cross-referencing all the information on the KYC documents of prospects with **‘COSMOS Application Software’**.
* Checking & Verifying the information fields entered by the Data Entry Operators in the COSMOS Application.
* Providing Feedbacks to the Operators about erroneous documents and typos in the data.

**Skills:**

* MS Excel (Intermediate)
* MS Word (Intermediate)
* Good Typing Speed with 50- 60 WPM
* High accuracy with documentation under work pressure.

**Academic Details:**

* Bachelor of Commerce \_Delhi University.
* 12th Passed CBSE Board.
* 10th Passed CBSE Board.

**Achievements:**

* Awarded **On The Spot Award in 2017** for being the Best Performer for the Month of February in TCS Pvt. Ltd.
* Awarded **BPS STAR PERFORMER AWARD** for the Year 2017 in TCS Pvt Ltd.

**Personal Details:**

* **Father’s Name:** Arvind Saini
* **Date of Birth :** 06th Apr’91
* **Language :** Hindi & English

**Date: Signature:**