

Jatin Kumar

9th August, 1995

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Professional Summary

- Presently working as a **Client Relations Executive** at **Abhinav Outsourcing Pvt. Ltd.** – immigration consultants.
- Worked as a **Visa Laisoning Executive** at **Cox and Kings Ltd.** – tours and travel agency.
- Previously engaged as **Officer Operations** at **VFS Global Pvt. Ltd.** – The Company manages visa and passport issuance-related administrative and non-discretionary tasks for its client governments.
- Previously worked as **Customer Care Executive-Operations** at **Aegis Limited-** BPO Company.
- Experience of almost five years in visa along with the client handling.
- Bachelor's in Arts from University of Delhi.



Skills

Client Servicing

Networking

Escalations

Team Work

Relationship Building

MS Office

Effective Communication

Reports & Database Maintaining



Work Experience – 5 Years

Abhinav Outsourcing Pvt. Ltd.

Client Relations Executive

(July 2018 – Till Present)

- Calling on client data for taking feedback for the services provided.
- Resolve Client's concerns or escalation related to services.
- Build sustainable relationship of trust through open and interactive communication.
- Handle client's refunds request and provide them appropriate solutions.
- Coordinate with team members to enhance the service deliverables.
- Attending the various workshops and trainings sessions organized by the organization on customer dealing and customer satisfaction.
- Work on the targets and the goals assigned by the Managers.
- Work in a team to deal the escalations.
- Maintain daily record on Company's portal regarding escalations handled and solutions provided.
- Maintaining courtesy & patience while dealing with all kinds of clients.

Cox and Kings Ltd.

Visa Laisoning Executive- Multi Destination

(June 2017 – July 2018)

- Handling Visa application for all Cox & Kings Franchisees and Branches.
- Giving assistance for tour packages as well as for free individual travel also.

- Handling client's queries and giving them further clarifications related to individual's query.
- Ensure to give error free quality service to clients.
- Give training to new comers and trainees related to Visa, documents required, tour packages, travel Itinerary and visa application procedure.
- Maintain daily record for submission of application of visas for future reference and record.
- Work in a team to achieve the set targets.
- Maintain daily record of visas filed for the particular country.

VFS Global Services Pvt. Ltd.

Operations Officer – Canada

(April 2015–June 2017)

- Handling Client Queries related to VISA processing and providing End-to-End Information about Canada VISA application Process and documentation required.
- Processing VISA Applications further to the Canadian High Commission & submitting the Visa application along with the required documents on behalf of VFS Clients.
- To intimate the clients about the completion of task within the time limit defined & further Feedback collection from clients on regular basis about VFS Services.
- Managing the Floor, taking briefing sessions & also responsible for providing OJT (on the job training) to all New Officers recruited in the centre.
- Ensuring strict process adherence on Floor for process driven operations and keeping a regular track of documentation taken for customer authentications.
- Responsible for taking care of Files and Formats of the centre, responsible for documents & Payment reconciliation, daily checklist and documents audit.
- Responsible for Error free system entry of Application Forms ensuring that correct & complete applications are accepted and processed.
- Responsible for circulating daily dashboard showcasing the entire operations of the centre.
- Making Daily Embassy report including the all files processed all over the centers, compiling the data and making dashboard for the same
- Maintaining courtesy & patience while dealing with all kinds of clients.

Aegis Limited

Customer Care Executive-Operations **(VFS Schengen Process)**

(January 2014– February 2015)

- Taking Incoming calls and resolving the queries related to Visa over the calls and through emails.
- Making the Applicants aware of the documents required for visa processing, processing time, processing fee.
- Probing with applicant's Queries related to Visa processing with proper assistance and guidance for assuring maximum satisfaction.
- Documents & Payment reconciliation.
- Responsible for Error free system entry of Application Forms ensuring that correct & complete applications are accepted and processed.
- Awarded for with the certificate of best productivity.

Degree	University/Board	Year (Duration)
Bachelor's in Arts	University of Delhi	2013- 2016
Senior Secondary (Humanities)	Govt. Boys Senior Secondary School CBSE	2012-2013
Matriculation	Govt. Boys Senior Secondary School CBSE	2010-2011



Declaration

I hereby declare that all above particulars are true to the best of my knowledge and Belief.

Place : New Delhi

Name : Jatin Kumar