

Resume

Nitesh. M. Chawriya

Pune, Maharashtra.

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Professional Summary:

Experienced senior associate driven to optimize processes and streamline operations.

Educational Qualification:

Pune University

- Dr. Dy Patil. 10/2020
- Bachelor of Science: Computer Science

Maharashtra Board

- Pune 02/2013
- HSC. Science

Certifications:

- Certified course in C language from Seed info tech (Pune).
- Certified course in Software testing from Seven Mentors (Pune), Manual testing and Automation testing Selenium with Java.

Work History:

4 Years of experience in various roles as Associate, Senior Associate, Customer Service Agent and Personal Banker in 3 different Organisation.

Concentrix Corporation:

Worked in two process

1. Sr. Associate at JPMorgan & Chase (From 16th Feb 2021 to 06th May 2021):
US government approved loans for small business owners in pandemic on zero percent interest.
Risk Reviewer as after US government decided to wave of loans and asked customers to submit expenditure documents.

Roles & Responsibility:

- 1) Worked on applications (PEAR, Apstar, CHASE answers, Excel, Outlook).
- 2) If Sole business check all the required documents, ex – tax filling, schedule c etc.
- 3) If Joint Partner check for relevant documents like contract, licence, employees pay slips etc.
- 4) Review documents submit as required in PEAR application as per business type.
- 5) If PEAR pass or fails particular case forward to Chase for approval and wave off loan or rejection.

2. Personal Banker at Barclays (From 07th May 2021 to 16th Feb 2023):

Resolving all Barclays banks worldwide customer's queries, questions and concerns
Through chat medium.

Roles & Responsibilities:

- 1) Customers contacting through Mobile and Computer chats medium about their queries.
- 2) Working on applications (Fullserve, Asynchronous chat tool, PEGA tile, Falcon, Vision, Outlook, Barclay's website, Excel).
- 3) Raising dispute claims, Fraud claims, refunds, debit/ credit card lost or stolen.
- 4) Issuing new debit/credit card, cheque book, statements.
- 5) Logging concern, complaints of customers and resolving them at FPOC (first point of contact).
- 6) Account opening/closer, booking appointments
- 7) Motivating and explaining customers more about self-serve options through app, online banking and Video banking.

Amazon development centre:

Contractual - (From 17-July-2019 to 25-January-2020):

Rehired (From 20-April 2020 to 31-January-2021):

Worked as Customer service Agent on chat medium.

Roles & Responsibilities:

- 1) Helping all customers with their orders, accounts issues, payments etc.
- 2) Worked for North America, Canada, United Kingdoms and India in chat process 24/7 shift.
- 3) Worked on applications (CSA operating system, outlook, chat tool).
- 4) Check customers account, order summary, concession summary, and customers linked devices.
- 5) Issuing refund, replacements and good will gesture in form of Amazon gift card or a month of free prime subscription.

WNS Global services:

Contractual (From 06-February-2018 to 05-February-2019):

Worked as Associate for British Airways (UK process).

- 1) Worked on multiple threads to accomplish daily task.
- 2) Worked in two teams (BA Holidays & Accounts Payable).
- 3) Processed invoices, generate invoice numbers, reconciliation of invoices etc.
- 4) Worked on applications (Xrays, Xhotel, Citrix, Agresso, Fly British Airways, Outlook, and Excel).
- 5) Amendments in Names, travel date, special requests at Hotel.
- 6) Any updates at Hotels we use to notify customers through emails as per hotel request.
- 7) Creating work day for all team members as per shift, sending email for Completion and pending's to client and managers, team huddle for handovers at every shift start-end.

Personal Profile

Date of Birth : 20th May 1995
Sex : Male
Marital Status : Unmarried.
Languages Known : English, Hindi and Marathi.
Nationality : Indian.

Declaration

I hereby declare that all above information is true to the most of my knowledge and belief.

Place: Pune

Date:

(NITESH. M. CHAWRIYA)