



Jyothi Iyer

Flat No. 51 – Blue Diamond Building, Bldg – 193, Road 2608, Block 326, Adilya

Contact: +973 38718291, 38227690

E-mail: ***iyer1988@gmail.com***

CAREER OBJECTIVE

To fulfill organizational goals, by contributing to the growth of organization there by growing myself in organizational hierarchy. Position requiring innovative, challenging employment that will utilize my professional and interpersonal skills and offer advancement opportunity.

PROFESSIONAL EXPERIENCE

Employment Chronicle

Secretary and Office Management	-	V Thakers' Advocates - Mumbai	September 2014 to April 2018
Senior Associate as a Business Analyst	-	M/s. Wipro (BPO) - Pune	June 2009 to January 2014
Customer Care Executive	-	M/s. Pantaloon Retail India Ltd. (Big Bazaar) - Mumbai	April 2008 to November 2008

STRENGTH:-

Administration work, Good Communication Skills, Typing Skills, Versatility and willingness to work.

WORK EXPERIENCE:-

1. Year 2014 (Sep) to 2018 (Apr) : VTHAKERS' ADVOCATES, Mumbai

Designation : Administration Executive, Stenographer, PA, Office Management

JOB RESPONSIBILITIES:-

- Typing Skills
- Office Documentation and maintaining papers
- Maintaining legal documentation
- Updating online Lawyer services and other legal services
- Updating dates in lawyer diary and office diaries of the legal matters
- Maintaining Books of Accounts of the firm
- Maintaining Bills and Payments and other daily expenses

2. Year 2012 (Sep) to 2014 (Jan): WIPRO BPO, Pune

Client : CAPITAL ONE

Designation : Senior Associate – Dispute Investigation Agent

JOB RESPONSIBILITIES:-

- Handling United States Countries (Credit card Services).
- Dispute the charges or the transactions occurred on customer's credit card.
- Ensure customer satisfaction as customers are always right.
- Provide proper solution on the basis of customer disputing the transactions.

3. Year 2009 (Jun) to 2012 (Jul): WIPRO BPO, Mumbai

Client : NCR (NATIONAL CASH REGISTRY)

Designation : Senior Associate – Business Analyst

JOB RESPONSIBILITIES:-

- Handling South East Asia Countries (ATM Services)
- Extracting the data from Client provided Tool.
- Handling all MIS requirements, collating data and preparing daily as well as monthly reports.
- Generating various MIS reports in MS Excel.
- Analysis of Custom Reports/Data.
- Maintaining all details of Day to Day Analysis of MIS
- Ensuring delivery of standardized reports as per the SLA.
- Preparing the report as per the Client Requirements.
- Designing reporting formats to provide accurate Information in a clear and concise manner.
- Using advanced excel formulae to ensure the accuracy of the reports.
- Coordinating with the client for day to day activities.
- Handling and solving the queries of the client.

4. Year 2008 (Apr) to 2008 (Nov): M/S. PANTALOON RETAIL INDIA LTD, Mumbai

Designation : CUSTOMER CARE EXECUTIVE

JOB RESPONSIBILITIES:-

- To remain as basic point of contact for customers with queries, complaints, feedback's, requests.
- Ensuring timely and professional responses to all complaints, requests and queries received.
- Proper recording and scrutiny of the complaints received.
- Maintain and develop external party relationships.
- Efficient dealing of complaints to completion and enabling satisfaction of customer.
- Rendering useful administrative support to other members of the customer care team.
- Tracking the cash flow and customer payments.
- Checking and forwarding the purchase orders of the customer service department.

PERSONAL DETAILS

Date of Birth	: 18 th April 1988
Place of Birth	: Dombivli (Mumbai, India)
Nationality	: Indian
Languages Known	: English, Hindi, Marathi, Tamil & Malayalam
Hobbies	: Singing, Dancing & Reading
Marital Status	: Married and residing in Bahrain
Educational Qualifications	: B.Com (Mumbai University)
Other Skills	: Computer MS Office & Excel Skills, PowerPoint
Additional Qualifications	: M.B.A (Specialization in Operations) From ITM Institute (Southern New Hampshire University)
Passport Details	: S3749867/20 th May 2028.

DECLARATION:

I hereby declare that the above mentioned details are true to the best of my knowledge.

Place : Adilya, Manama

Jyothi Iyer

Date: 14 January 2021