



ROHIT VERMA
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Executive Summary:

- Accomplished professional having 10+ years of rich experience in handling Customer Service/Support, Operations.
- Extensive experience in handling the entire range of tasks in Customer Service/Support, Operations.
- Vast experience in supporting various day-to-day operation tasks KPI Management, MIS Reporting etc.
- Experience in team handling, Calls with leadership and Clients.
- Rapidly adapt to new technologies and possess expertise with **MS Word, PowerPoint, Excel, Oracle, People Soft, Tally** etc.

Core Competencies:

• Customer Service	• Customer Support	• Operation Management
• Effective Communication	• KPI Management	• Documentation & Reporting

PROFESSIONAL EXPERIENCE:

1. Organization: GENPACT INDIA PVT. LTD. (25-Jul-2012 to 12-Nov-2021)

Role: Executive Operations

Responsibilities:

- Bank reconciliation, Cash Management.
- Responsible for GL reconciliation/Balance sheet reconciliation.
- Categorization of bank transactions.
- Bank statement processing in Oracle.
- Extraction of Open items report on daily basis.
- Reporting of open items report with different teams.
- Clearing open items and follow ups with concern teams for closure.
- Responsible for uploading JVs on monthly basis.
- Daily / weekly calls with clients for open items.
- Handling a team of two members.
- Allocation of work on daily basis to team members.

2. Organization: VODAFONE DIGILINK LTD. (Feb-2012 to Jul-2012)

Role: Executive-Retail Operations

Responsibilities:

- Maintain Daily MIS.
- Provide daily attendance report of Stores Employees.
- Provide services to Blackberry customers.

- Maintain Stock report of Stores.
- Conduct the Induction and Training for New Employees.
- Maintain Stores Petty Cash Book.
- Check Collection Bill Report.

3. Organization: BHARTI HEXACOM LTD. (MOBILITY-AIRTEL,RAJ.) (Sept-2009 to Nov-2011)

Role: Executive – Financial Reporting (Associate)

Responsibilities:

- Daily Billing and Bank Reconciliation.
- SUK & RCC Sales Process compliance.
- MIS Development.
- Daily Lapu transfer.
- Daily Lapu Reconciliation.
- Daily RCV's Activation.
- Daily Report of SUK & RCC Stock Movements.
- Account statements issue to distributor.
- Invoices, Debit notes and Credit notes issue to distributor.
- Receipts and Debit Credit Notes upload in Oracle.
- Maintain distributor's NOC report.
- RCV's Block and Replacement.

4. Organization: AIRTEL RELATIONSHIP CENTER (Oct2007 to March 2009)

Role: Sr. Customer Relationship Officer

Responsibilities:

- Responsible for handle all retention related work at ARC.
- Deal with all deactivations and maintain the churn at ARC.
- Handle escalated issues and queries of the customers.
- Maintain daily MIS reports.
- Update product and schemes among the executives of ARC.
- Handle customer and develop business for organization.
- Checkout proper wrap-ups of the customer interactions at ARC.
- Checkout updating of customer enrollment forms.
- Handle all Sales Related work and target at ARC.

5. Organization: AIRTEL DEALER HELPDESK (May 2006 to Sep 2007)

Role: Customer Care Executive

Responsibilities:

- The job profile included attends customer's calls and resolves their queries.
- Handle customer and develop business for organization.

Work Experience: Work Experience in reverse chronological order is mentioned hereunder:

S. No.	Organization	Period	Designation
1.	GENPACT INDIA PVT. LTD.	25-Jul-2012 to 12-Nov-2021	Executive Operations
2.	VODAFONE DIGILINK LTD.	Feb-2012 to Jul-2012	Executive – Retail Operations

3.	BHARTI HEXACOM LTD.	Sept-2009 to Nov-2011	Assoc. Executive – Financial Reporting
4.	AIRTEL RELATIONSHIP CENTER, JAIPUR	Oct-2007 to Mar-2009	Sr. Customer Relationship Officer
5.	AIRTEL DEALER HELPDESK	May 2006 to Sep 2007	Customer Care Executive

Educational Qualification:

S.No.	Exam/Degree	Board/University	Year	Specialization
1.	Secondary(10 th)	Ajmer Board (Raj.)	2001	All
2.	Sr. Secondary(12 th)	Ajmer Board (Raj.)	2003	Commerce
3.	Bachelor of Commerce	Bundelkhand University	2006	Commerce

Personal Information:

Father's Name: Madan Singh Verma

Date of Birth: 10th Sept. 1985

Marital Status: Married

Visa Status: Long Term Visit

Visa Validity: Upto 15-April-2022

Permanent Address: E-10, Govindpuri, Ramnagar, Sodala, Jaipur-302019, Rajasthan, India.

I do hereby declare that all the information given above is true to the best of my knowledge.