

CURRICULAM VITAE

VEENA KRISHNAKANT MESTRY

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Career Objective.

Seeking an opportunity to gain work experience in a competitive environment which can help in bringing out the best in me and take my current ken & abilities to higher levels, in order to contribute effectively towards achieving collaborative excellence in the organization & myself.

Experience Summary.

I. Teleperformance Global Services Pvt Ltd (Backoffice Executive) March 2023 to Present

- Customer Account opening behalf of ABU DHABI Bank -UAE (Saving, Current, Student, Electron, Sub Account)
- KYC verification for Account opening process.
- Manual and Digital Account opening as per Application form, EID card, Passport etc dox.
- Verification of customer documents and verify them with online process.
- Omni, Dedupe, CB check of the applicant.
- Coordination with clients and internal department via emails and calls.
- Trained Temp and new staff members on standard procedures applications, tools and resources.

II. Lifeline Hospital (Admin cum Backoffice Executive) July 2022-Jan 2023

- Attend Patient Calls, conduct follow-up & Book Appointment as per Calendar Schedule.
- Respond via Email & Resolve Patient Queries, Appointment Requests, Test Report Results & any other concern as raised by them.
- Maintain Patient Records (forms, other reports etc)
- Daily updating of staff Attendance & Processing Payments based on the same.
- Maintenance of regular supply office Stationery & other Supplies.
- Other Sundry Tasks & Overall Supervision for smooth Administration of daily office Activities.

III. NXT DIGITAL LTD (Hinduja Group) (Operation executive) Nov 2019-Jun 2022

- Handling accounts related work (Billing, Petty cash, Invoices)
- Handling Admin work.
- Attend B2B and Direct point customers.
- Maintain Inward & Outward entries of stock.
- Taking care of Reception area (Receiving of Incoming calls, handle walk in customers).
- Replying of emails to the Respective Departments (Accounts, Logistic, Admin, Operation) .
- Communicating with higher management to develop strategic operations goals.

IV. Job Nukkad Services Pvt Ltd (Operation Executive) Dec 2018-Oct 2019

- On-boarding new clients and explaining them company's Terms & Conditions.
- Handled Sales of Company's new tech product in the market. Since the product is unique, it required explaining all the features of the product along with making a pitch to convince the customers.
- Coordinating with Field Personnel regarding scheduling of interviews and collection of documents Maintained feedback/status of candidates and clients on Company's internal ERP.
- Conducted Online Police verification process after collecting documents.
- Coordinating with Client via Calls & Email.
- Handle Admin Related work.

V. Ruloans Distribution Pvt Ltd (Back Office Executive) Feb 2018-Sep 2018

- KYC verification of the Applicant.
- Make AIP applications of the candidate in Company software.
- Coordination with client and Internal Department via email and calls.
- Maintain Data update accordingly.
- Follow up about outstanding payments.
- Managing couriers-Incoming & Outgoing.
- Prepare & check Invoices (in package).

Educational Qualification.

Education Qualification	Year of Passing
B.Com	2016
H.S.C	2012
S.S.C.	2010

Other Qualification.

MSC-IT	Passed
English Typing	Passed

Strengths.

- Good Interpersonal Skills, Commitment, Hardworking.
- Leadership and Presentation Skills.
- Self-Motivated.
- Able to Communicate with Others.

Personal Details.

Name Ms Veena Krishnakant Mestry.
Father Name Mr Krishnakant Kashiram Mestry.
Date of Birth 08 June 1994
Languages Known English, Marathi, Hindi
Gender Female
Marital Status Unmarried.

DECLARATION

I hereby declare that all the information given above by me is true and fare to the best of my knowledge and belief, in the event of any information being found false my candidature is liable to be rejected.

PLACE : MUMBAI.

DATE :

Signature

(VEENA KRISHNAKANT MESTRY)