**Personal Information**

Indresh Sharma

**Residence & Contact**

**Puneshvar Complex**

**A wing 405,4th Floor**

**Village Jalalpore(CT)**

**Ghelakhadi**

**Navsari:396445**

E-Mail: sharmaindrsh@hotmail.com

Mobile No : 8483983231

**Current Employment :**

**Star Co Pvt Ltd**

Manager

Pilot Process (New Project) -US Client

Process: Online Fraud Executive

* Resolving Cases For Fraud Done By The Fraudster On Customer Account Through Online.
* Crossed Trained On Different Queue For Customer Query And Resolution.
* Reimbursing Customer Account.
* Maintaining Excel On The Cash Reimbursed Online
* Maintaining Monthly MTD
* Maintaining Monthly Weekly Report For Daily Resolved Cases
* Query Through Mail For Future Investigation Or Reimbursement To Be Processed.

**Achievements:**

* Cleared IGP For Manager, In Month Of January 2017
* Cleared IGP For Team Leader, In Month Of April

2015

* Rising Star For The Month Of June 2015
* Shining Star For The Month Of December 2014

**ADFC PVT LTD**

Process:

HDFC Bank Fraud Department

Jr. Associate

* Resolving Cases For Fraud Done By The Fraudster On Customer Account Through ATM
* Crossed Trained On Different Queue For Customer Query And Resolution.
* Reimbursing Customer Account.
* Maintaining Excel On The Cash Reimbursed Online
* Maintaining Monthly MTD
* Maintaining Monthly Weekly Report For Daily Resolved Cases
* Query Through Mail For Future Investigation Or Reimbursement To Be Processed.

**Academic Qualification:**

Commerce Graduate

**Extra- Curricular Activities:**

* Diploma In Hardware & Networking, Computer Applications, Tally with ERP & Advance Excel
* Good Communication Skill I.E. Verbal & Written

**Objective:**

To Learn & Earn Management Development To Be A Part Of Organization Structure Where They Will Recognize Me & Rewards My Loyalty, Honesty & Hard Work By Providing Growth Opportunities & Necessary Infrastructure That Could Contributes To The Success Of The Company.

**Skill & Abilities:**

I Am Fast Learner & Objective Oriented Individual With Multi-Tasking Ability’s & Wants’ To Achieve Highest Goal In Future Like To Work With Team Under Any Pressure & Circumstance.

**Strength:**

Confident Personality With Effective Ability Of Grasping Knowledge In Any Type Of Filed. Optimistic Commitment towards Work & Self-Motivated, Target Orientated With

100% Work Within Given Tat.

100% Quality Work With Less Number Of Absenteeism.

I Hereby Declare That Detail’s Above Information Are True & Correct To The Best Of My Knowledge.

Yours Sincerely

(Indresh Sharma)