

NEETA. M. J

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India

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Career Objective:

To work in a high growing, and stimulating working environment that utilizes my skills and abilities in the assists of betterment of organization and offers ample learning opportunities and bring creative and best in me.

Education:

BCOM (Bangalore university) 2009

Skills:

- Process training
- Quality check
- Preparing daily performance report in MI sheet
- Sending RAG report

Technical:

- Operating System : Windows 98 & Windows 7, Internet.
- Computer Application : Microsoft Office 03/07 (Word, Excel & PowerPoint).

Interpersonal:

- Ability to work more effectively in a fast, dynamic environment.
- Good Communication Skills, Self-confidence, Self Motivated

- Possess a good logical thinking, which helps me in managing the typical conditions, problems in the organizations.
- Positive Attitude, Sincerity, Self-Confidence, Quick learner, Time management & Service Oriented.
- Quick Learner.
- Good Communication Skills.
- Adaptability.

Employment and Work Experience

[2018 September - till date]

Customer Support (International email Support)

MIOT International Hospital -health care

Main duties performed:

- Welcome patients by greeting through Email and referring inquiries , grievance and scheduling appointments through email
- Optimizes patients satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by Email
- Ensures availability of treatment information by filing and retrieving patient records through tele-medicine consultation
- Helps patients in distress by responding to emergencies.
- Protects patients' rights by maintaining confidentiality of personal and financial information
- Quick responding back the email and closing the complaints, or appointments
- Obtains revenue by recording and updating financial information, recording and collecting patient charges
- Scheduling the appointment for patients through PRACTO Software
- Rescheduling or cancelling the appointment as per the patient need in health object

[2017 September – 2018 March]

Scheduling Analyst - Customer support UK

SPI Global – ePubsihing -TIVO Channel

Main duties performed:

- Scheduling programs to UK Tivo Channels through clients emails
- Processing Clients updates and dropping schedule for Tv programs
- Maintaining days out for the sources assigned
- Updating daily reports
- Correcting the programs as per the client email

[2015 February – 2017 August]

**Process Advisor – International non voice
Barclays Shared Services in (GPP) team**

Main duties performed:

- Training and mentoring the new joiners
- Processing manual international and domestic payment instructions interacting with Customers and branch as per the Manual payment policy
- Performing necessary amendments on payment instructions received by interacting with customer and branch
- Sending RAG report and queue monitoring report
- Handling customers/branch queries about manual payments through mail support.
- Develop strong customer relationships and will be responsible to resolve queries of the customers through e-mail and chat within the assigned TAT
- Manage and take ownership of the resolution process for all customer related issues
- Maintain up to date knowledge and assimilates quickly to new promotional offers and programs.
- Reply to the queries of clients and customers and maintain a separate database for the prospective clients

- Processing the payments as per the checks required and handling the daily volume ensuring that the given SLA's are met on terms of accuracy and productivity.
- Keeping a track of payment queues and prioritizing of payment based on the received time/cut-off time.
- Sap check the cases once completed
- Working in Financial Action Task Force (FATF) and finding out the errors and updating in excel sheet

[2010 March – 2015 February]

Senior Transactions Progressing Officer (TPO)

Non voice US Process (Zurich)

Mphasis

Main duties performed:

- Worked for General Insurance (US)
- Have worked on Index only, Surety Intake, Bond Processing, and WIP (Work in Progress).
- Verifying customer details with Zurich Surety Express.
- Assisting Underwriters or Underwriting Assistant in quoting the premium for Bond Process.
- Reverting back to producers, underwriter or underwriting assistant for outstanding information.
- Analyzing customers claims history.
- Impact analysis for the requirements.
- Resolving complaints and request to the underwriter through chat
- Read e-mails and sort them according to priority
- Save important e-mails on secure folder and extract attachments for preparing official records
- Answered all mails received by clients and resolved their queries and complains on a daily basis

- Ensured that all the e-mail communication activities are performed in accordance with the company policies
- Changing the existing case as per the requirements of the business and upgrading it to the next level.
- Trained new joiners in the absence of a trainer and has helped them to come up the curve.
- Preparing the documentation that reflects the changes, showing the case output.
- Indexing the documents received for various transactions.
- Issuance of surety bonds.
- Maintaining customer database for WIP in ZST Database.
- Analyzing and preparing the WIP database with the help of Work on Hand Statement

PERSONAL DETAILS:

Date of Birth	:	05 th March 1989
Father Name	:	Maria Joseph
Nationality	:	Indian
Present Address	:	#6/65-B Karaiyar Kovil Street, St. Thomas Mount, Chennai - 600 016.
Marital Status	:	Married
Languages Known	:	Tamil, English & Kannada

Date:
Place: Chennai

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