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| RESUME    TARUN BATRA  ***Address (Present):-***  ***87/22/4 Tyagi Road***  ***Dehradun.***  ***Dist- Dehradun (248001)***  : ***+91-7017161230 / 9760133779***  ***E-Mail:***  (Primary) [tanzzybatra1987@gmail.com](mailto:pbutola23@rediffmail.com) /  (Secondary)  [tarunbatra07@yahoo.com](mailto:tarunbatra07@yahoo.com)  ***Permanent Address:***  ***87/22/4 Tyagi Road***  ***Dehradun .***  ***Dist- Dehradun (248001)***  ***Personal Data:***  *Father’s Name: Shri. Naresh Kumar Batra*  *Date of Birth: 10thFeb,1987*  *Sex: Male*  *Nationality: Indian* Marital Status: MarriedLanguages: English, Hindi& Punjabi**Passport Details:**  *Passport No. J8600712*  ***Hobbies:***   * *Riding.* * *Listening Music* * *Playing Snooker*   *Ref:* | Career Objective  To work with a reputed organization with loyalty and determination and to enhance my skills through hard work and to become an asset for any organization.  Summary of Quality   * Capable of coordinating all the programs. * Maintaining the data of documentary records and keeping proper communication with staff. * Highly self-motivated and goal-oriented professional. * Ability to follow through with projects from inception to completion.   Work Experience  **Company Name**: In-trust Management Pvt. Ltd **(Group of Expert Quote)**  **Position**: Sr. Support Specialist  **Duration:** Mar 17, 2015 -20th Feb,2020  Job Profile:   * Worked with USA Health Insurance Broker firm as a Sr. Support Specialist. * Primarily role involved provided health insurance for Expert Quotes clients with maximum benefits. * Took care of reconciliation of invoices provided by Health Insurance providers/carriers. * Direct & day to day co-ordination with insurance companies for their offering rates and benefits for clients. * Responsible for Creating presentations and Excel reports for educating and reflecting maximized benefits for a client, enabling him to choose the best insurance plan out of assorted options available. * Responsible to prepare benefits reports and quotations in excel for the clients and carriers. * Always ready to provide proactive approach to the managers to improve the process. * As a Sr. Support Specialist always ready to provide resolution and help related with quoting new rates, request for proposals, reconciliations of invoices, and making surety of getting 100% C-Sat. |

**Company Name**: **Tech Mahindra Ltd**

**Contract:** Deutsche Bank (UK Process)

**Position:** Desk Based Business Manager (Sr. Associates)

**Duration:** November 2011 to January 2015.

Job Profile:

* Worked with **Tech Mahindra Ltd** as a **Desk Based Business Manager** (DBBM).
* HR Spoc for Deutsche Bank contract India and UK (United Kingdom) regarding new hire’s background verification for an employee.
* Involved in Managerial Information (MI) Reporting for Deutsche Bank contract.
* Handled and maintained the records for all Joiners and Leavers of Deutsche Bank (Global) contract.
* Involved to allocate Token Id’s and SharePoint’s access to the respective tools.
* Involved in Resource Reconciliation and Resource Allocation for Deutsche Bank project via GS PRIME tool.
* As a Sr. Associate always ready to provide resolution and help related with reporting, Deutsche Bank access management, people allocation and Background Verification of Staff.
* Always helped team members in their BAU, MS Office and Trainings.

**Company Name: Communication Solution (Group of Verizon)**

**Contract:** Verizon We -r- Wireless

**Position:** Backend Associates

**Duration:** January 2011 to October 2011.

Job Profile:

* Worked with **Verizon (We R Wireless)** as a **Backend Associates.**
* Handled the sales representative commissions and corporate office issues.
* Resolved all the queries, complaints and E-mail to provide timely responses and report to the client state side regarding their policies, getting inbound calls from customer side and provide timely responses.
* Handled the critical issues of the subscribers and sales representative for the stores related queries and payment’s issues regarding phones.
* Handled reconciliation of invoices for resolving the payment related issues.
* Involved in Chargeback’s reports for Verizon whether they are the valid chargeback’s or not.
* Handled stores clocking report for sales representatives. (Verizon, USA)
* Involved in distribution of all the reports to the appropriate locations and departments in an accurate and timely manner.
* In the absence of supervisor took a lead role and supervised all the team members. Always shared my views and ideas with the team.
* Provided suggestions and recommendations based on monthly data analysis and forecasting and financial settlements.
* Maintained adequate backup and support for months end reports and support day to day functions/processes.

**Company Name: Rudraksh Pvt. Ltd**

**Position:** Data Analyst

**Duration**: January 2009 to December 2010.

* Worked with **Rudrakash Pvt Ltd** as a **Data Analyst**.
* In this company my role was to looked incomplete records of the customers over the system using NDB (Network Database) tool and updates the records from different references.
* Maintained and update the records of new applicants.

Academic Qualification

* Graduated in Arts from D.B.S (PG) College, Dehradun in the year 2008.
* Completed 12th from Kendriya Vidyalaya Ordinance Factory School, (CBSE Board) in 2005.

Completed 10th from Kendriya Vidyalaya Ordinance Factory School, (CBSE Board) in 2003

Computer Skill

### Applications: Expert in Ms-Office (Word, Excel, Power Point), EQMS, Share Points, Wunderlist, Health Connect, ZOOM, Monday Tool.

### Operating Systems – Windows 98/2000/XP/Vista/Window 7/2010

Extra Online Skills

* Knowledge of how to apply Pancard/ Aadhar Card / Passport Online.
* Knowledge of how to make Creative’s and Events for Social Media.
* Knowledge of ID Cards/ Online Payment/ Tour Packages.
* Knowledge of Facebook Page/ Instagram / You Tube Channel / Twitter Account etc.

Achievements

* ***Received ‘Pat on the Back’ award by Tech Mahindra Ltd.***
* ***Received many ‘Rising Star of the Month’ and Cookies Awards.***
* ***Received ‘Star Performance” of the Month Award.***
* ***Second runner-up in Gulf Autocross (2004).***

**Declaration:** I hereby declare that all the information's furnished by me are true to the best of my knowledge.

**Date:**

**Place:**

**(Tarun Batra)**