# **MS. NIKHIL JAYWANT PALAV**

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**Career OBJECTIVE:**

To pursue a challenging career in corporate industry, where I can utilize my skills and experience contributing to the growth of the organization. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

**Work EXPERIENCE:**

**2019-06 - 2019-12 Technical Service Associate**

***FIS Global Services, Mumbai, Maharashtra***

* Configured hardware, devices and software to set up work stations for employees.
* Patched software and installed new versions to eliminate security problems and protect data.
* Resolved issues with systems, hardware and telephones quickly and accurately.
* Provided contributed maintenance and development of bug fixes and patch sets for existing web applications.

**2018-04 - 2019-05 Customer Service Associate**

***Ergode IT Services, Mumbai, Maharashtra***

* Conferred with customers about concerns with products to resolve problems and drive sales.
* Managed customer relations and customer service through daily communication and interaction.
* Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
* Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

**2017-02 - 2017-11 Senior Accounts Receivable Associate**

***Gebbs Healthcare Solutions, Navi Mumbai, Maharashtra***

* To download all patients’ accounts details from client’s desktop, segregate them in different filters to know how much time span we have as a team to complete the target to make sure that, the given time limit should not cross and then allocate the data between available AR associates.
* Co-ordinate with the Team Leader regarding Team Quality.
* Help Associates to push their targets up and quality of work.

**2014-07 - 2017-02 Accounts Receivable Associate**

***Inventurus Knowledge Solutions, Navi Mumbai, Maharashtra***

* To analyze certain US patient’s accounts to know, do we have the payment on that accounts or is there any denial on particular claim.
* To resolve them by calling or by providing particular cover letters of Medical Documents or Appeals to US Insurance companies E.g. Aetna, Cigna, Medicare, Medicaid.

**ACADEMIC QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Degree** | **College/ University** | **Year of Passing** | **Percentages**  **(%)** |
| **1** | B.COM. | Mumbai University | June, 2014 | 65.60 |
| **2** | H.S.C. | Maharashtra State Board | May, 2011 | 64.83 |
| **3** | S.S.C. | Maharashtra State Board | June,2009 | 83.23 |

**SKILLS**

* Customer Service Optimization
* Technical Support and Assistance

**ACCOMPLISHMENTS**

* Documented and resolved issues which led to appreciations for my team.

# **Personal Details**

Name : Nikhil Jaywant Palav

Contact No. : +91 8898627798

Address : Room. No. 303, Ganesh Krupa Bldg,

Near Water Tank, Kopar Gaon,

Dombivli(W) – 421 202.

Date of Birth : 19th May, 1994

Marital Status : Single

Language known : English, Hindi, Marathi

Hobbies : Listening Music and Drawing pencil sketches