

Curriculum Vitae

Swithin. M. J.
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Career Objectives:

Seeking a position to utilize my skills and abilities in an organization that offers challenge and professional growth while being resourceful, innovative and flexible. Contribute to the overall enterprise of the organization and grow with it.

Professional Experience:

Just Energy Pvt Ltd (JEBPO Services LLP)
(November 2019 to May 31st 2020)

Designation: Operations Specialist

Environment: Junifer, SFE (Smart Front End), Ecoes, Xsoserve

Job Description:

- Part of Smart Metering UK Operations with team size of 7 FTE's.
- Resolving Tickets on day to day billing related issues and meter switch.
- Switching meters from Credit to prepayment and prepayment to credit as per the customer requirement.
- Adding Prepay Tariff Codes for each account.
- Creating new prepay accounts.
- Moving the supplies to new prepay account.
- Adding friendly credit and last reads on invoice account.
- Accountable for producing bills on time.
- Interacting with the clients via telephone, email pertaining to the invoice & account related queries on daily basis.
- Maintained very good relationship with clients.
- Handling escalated customer's emails.

Capita India Pvt. Ltd. (November 2015 to October 2019)

Designation: Sr. Executive – Customer Services

Environment: SAP (ISU)

Job Description:

- Working with SAP (ISU), SAP CRM, Citrix Application, DTS, Xoserve, Quantum Online, PIP Itron and ECOES Application.

- Handling of day to day billing related operations in utility industry.
- Identifying critical actions to be taken for credit and prepayment accounts for customers.
- Analyzing wrong and outstanding bills on SAP application.
- Entering correct reads and sending all the corrected notes using SAP transaction codes.
- Taking actions on exceptions generated.
- Cross skilled in B075 queue from prepayment.
- Identifying reasons for debit /credit on invoices and processing write off's and refunds on different accounts.

Bengaluru Marriott Hotel, Whitefield, Bangalore (08-March -14 to 10-Sep-2014)

Job Description:

- Collect Credit Card Settlement folios, batch report and city ledger folio from front office
- Collect Batch closing and audit report for each outlet from income audit
- Check the slip signature, batch report, slip amount, invoice amount and batch amount
- Resolve and respond to guest queries on billing, disputes, charge backs, etc.
- Follow up with customer for balance confirmation
- Send all bills within five working days of the customer's checkout. Transfer the guest ledger to city ledger within two or three days of customer check out.
- Verify Charges in PM accounts with group resume, BEO, Rooming List, Billing Instruction, etc.
- Collect the slips and individual folios from front office.
- Match individual paid out with the folio and supporting (machine report)
- Maintain slips, individual folios, batch report, payment receipt documents
- Collect Cheques-couriered by customers or personally collected from customers
- Deposit the AR Cheques with property specific role as defined by DOF.
- Contact guest immediately for any short/partial payments
- Update Marriott Award point sheet
- Confirm the receipt of invoice and whether it is in order.

Mphasis an HP Company

Designation: Sr. Transaction Process Officer

Duration: Jan-06-2012 to March-06-2014

Environment: Lotus Notes 6.1, Outlook 2007, Citrix

Client: Zurich North America

Job Description:

Working for the Client which is one of the Insurance Company in US, Handling all types of Insurance Transactions in team under **Surety Process**.

Here we are aware of the following applications like Citrix, Efile, ZSE, Lotus Notes, Work Bench, WFM (Work Flow Manager)

Roles & Responsibilities:

- Dealing with all the Transactions through Scanned documents from US clients.

- Verifying the Bond Number and Status of an Customer through ZSE and Workbench for further processing.
- Providing a service delivery with a maximum accuracy while researching and Calculating the Customer's Bond Amount and Premium Amount.
- Escalating the job back to the client if further more information is required with a standard notes requesting for more information through a Lotus Notes.
- Understanding the updates as per the norms made by the Clients and implementing that in work effectively.
- Voluntarily extending or being flexible with the shifts whenever required in order to meet the promised overall team productivity to the client.
- Meeting the daily target and delivering the assigned task as per Client specified.

Accomplishments:

- Acquired recognition for maintaining consistency in performance in terms of productivity and Quality.
- Awarded “**The Summit Individual Award**”, (best performer award) by Mphasis for the month of December 2012
- Awarded “**Winning Culture Award**” (Information Security Awareness Course) & (Code of Business Conduct) by Mphasis.

Strength:

- Willing to gain knowledge.
- Confident, time management capability & Effective communication.
- Work effectively as an individual as well in a team.
- Adaptability to situations & Punctuality.

Educational Qualification:

- Bachelor of Business Management from [Mangalore University Field Marshal K.M. Carriappa College Madikeri] in [Year 2009.]
- PUC [Govt. Pre-university College Madikeri] in [Year 2006.]
- SSLC [St. Michael's High School Madikeri] in [Year 2004.]

Computer Skills:

- Knowledge of MS Office (MS Word, MS Excel and MS Power Point)
- Citrix (WFM, E-File, Z-Center, Work Bench)
- Opera Property Management System

Personal Details:

Date of birth : 05-10-1987
Marital Status : Single
Languages Known : English, Hindi, Malayalam, Kannada, and Tamil.
Religion : Christian
Nationality : Indian

Hobbies:

- Listening to Music
- Travelling
- Playing Cricket & Table Tennis

Declaration:

I hereby state to inform that the above furnished details are true to the best of my knowledge and if given a chance in your esteemed concern, I will serve to the extreme of my honest.

Signature
(Swithin M.J)