

Arun M Rana

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Ahmedabad.63

Marital Status -Unmarried

Date of Birth – 18/12/1980

Objective:

To become a key team member of an organization, where I am able to explore my full potential curve, as well as contribute effectively and efficiently to achieve the organizational goals.

Career Highlights

- Total experience of more than 15 years in Customer support, Service Industry, Retail banking sector.

Key Qualities:

- Creative, Pro-active, excellent communication skills.
- Mostly achieved KPI's and set targets also maintained professional rapport with clients & customers.
- Punctual & self motivated with no hygiene or health issues.
- Possess the ability to counsel and convince customers.
- Possess good analytical and communication skills
- Independently developing result oriented strategies and appropriate decision-making abilities.
- Initiating new innovative strategies for self-development.
- Extra efforts for making any kind of analysis.
- Team player who always share knowledge with colleagues at work for better organizational progress.

Career Experience:

QX LTD

Position: Senior Compliance Support Officer (April 2015 till now)

- Working for Medical Fraternity & Home care service across UK.
- Responsible for Compliance activities of Registered Nurses, Health Care Assistants of different hospitals across UK through Agency
- Compliance activity including reference chasing, Training & setup activities of community health workers and their Placements
- Responsible for all operation work and smoothness of process regarding community healthcare workers.
- Responsible for all candidates' recruitment, shift booking - timings, Training & compliance activities.

Veliny Export(s) Pvt Ltd:

Position: Assistant Manager (January 2014 – March 2015)

- Responsible for all operation work and smoothness of process regarding all deals with clients and customers, payments and dues
- Key role was to handle various type purchase of goods with high quality & lower transportation cost, Ensuring delivery with stipulated period of time to local dealers and distributors

HDFC BANK:

Position: Assistant Manager (Feb 2012 – November 2013)

- Worked on different profiles like personal banker welcome desk +Non cash Teller + Cash teller during period
- Providing information service to all customers.
- Communication and coordination with other departments.
- The confidence to cross sell and market products to customers.
- Maintaining daily reports
- Collections of Cheques and other Non cash transactions requests
- Fund Transfers and RTGS/NEFT transactions
- Issuance of DD/MC
- Sale Tax / Income Tax collections/process
- New Account Opening/Insurance lead generation

Mphasis an HP company:

Position: Team Leader (October 2005 – January 2011)

- Handling Team (Team strength: 20-Members Team).
- Communicating all the process and procedures to customers.
- Responsible for quality output to be given to client as per contact requirements.
- Communicating with clients for process improvement.
- Attending QRC(Query, request, complain) meetings and preparing review slides & making any kinds of analysis as per requirement

I-Call India Pvt. Ltd: Senior C.S.E (March 2004 – September 2005)

Eureka Forbes Pvt Ltd: Customer Support Associates (March 2001 – February 2004)

Educational Qualification

- S.S.C (Distinction); Nutan High School, GSEB(1996)
- H.S.C (1st Class) Nutan High School, GSEB (1998)
- B.com Degree (1st Class), Navgujarat Commerce & Arts College, Gujarat University.(2001)

Computer Education & Training:

- Tally
- D.C.A, D.T.P, MS-office, word, PowerPoint, Excel

Hobbies & other Interest

- Music– Listening & singing songs
- Visiting places
- Have been to Singapore, Thailand and Many other places in India

Place: Ahmedabad

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