CURRICULUM VITAE

**CAREER OBJECTIVE**

To excel in everything I do and to help youth, women and children from the financially weak sections of society successfully achieve their career objectives in an innovative and fun loving way through a strong network that would provide quality education and training that is affordable to everyone.



**PERSONAL DETAILS**

**Name** : Anahita Parvez Merchant

**Address** : Pune, Maharashtra, India.

**Contact Number** : +91-8329336989

**Email ID** : anahita.merchant@gmail.com

**Date of Birth** : April 28, 1968

**Marital Status** : Married

**EDUCATIONAL QUALIFICATION**

**Qualification Month & Year School / Percentage /**

 **Of Passing University Grade**

B. Com.(Specialisation in Banking & Finance) SNDT University

B.Com - III April 2000 46.10%

 - II March 1996 50.83%

 - I May 1995 51.33%

University Entrance May 1994 SNDT University 58.25%

Test (Equivalent to H.S.C.)

S. S. C. March 1984 St. Joseph’s Convent 57.71%

 High School

**Additional Certificat**es :

- QuickBooks Online Certified Pro Advisor – August 2022 (88%)

- Life & General Insurance Advisor License from IRDA in May 2002

- Mutual Funds Advisor License from AMFI in August 2002 (73.75%)

- Diploma in Hotel & Catering Management from ICS, Mumbai in January 1994

- Diploma in Travel & Tourism from Radio Bhuvan, Mumbai in January 1987

…P/2

: 2 :

**Work Experience** :

**Name of Employer Designation From To**

**Self Employed Freelancer \* January Date**

 **2015**

**\* Online Tutor, Transcriptionist, Translator & Proof Reader**

* I conduct online workshops for Effective Communication Skills and Advanced English language.
* Apart from that, I undertake the following Freelance assignments
	+ Transcription (English or Gujarati / Hindi to English)
	+ Sub-titling
	+ Translation and Proof Reading
		- Domains : Business, Medical, Insurance, Legal, General and Media
		- Languages : Gujarati / Hindi to English

**Homeward Team Leader June January**

**Residential India 2010 2015**

Job Role: Leading a team of associates for processing Investor Claims & Refunds, Loss Packages, Initial & Supplemental Claims for the Home Mortgage Industry.

**American Home Sr. Process Executive 1 February May**

**Mortgage Servicing India 2009 2010**

Job Role: Processing Investor Claims & Refunds, Loss Packages, Initial & Supplemental Claims for the Home Mortgage Industry.

**WNS Global Team Leader January April**

**Services (India) Pvt. Ltd. 2008 2008**

Process : Tourist Union International (Finance & Accounts – Accounts Payable – Hotel Payments - MTO & STO streams).

**WNS Global Senior Technician February December**

**Services (India) Pvt. Ltd. 2006 2007**

Process : Marsh (Insurance – Global Markets Claims) in which responsibilities included:

1. Processing of Simple, Medium & Complex Claims Related Documentation like Initial & Interim Advices, Indemnity & Fee Settlements, APH posts, etc.
2. Preparing Error Paretos with RCA and other reports like Summary Sheets, Daily & Weekly Reports, etc.
3. Shift Handling including work login & work allocation.
4. Making Assured Databases.
5. Helping QAL with QC.
6. Helping the team members with Query Handling including calling up onshore on their behalf for telephonic queries.

My achievements in the team included:

1. I was looked upon as the person having maximum product knowledge in the insurance field with even onshore technicians acknowledging that fact.
2. Any difficult posts that the team was not able to process were given to me with confidence that it would be done with the minimum possible queries and with 100% accuracy. (Certain posts were sent over by onshore technicians with comments to seek my advice if required before querying onshore).
3. I had suggested several Brainwave ideas for process improvement and also have a certificate for the same.
4. I also got a certificate and award for the best RISE performer.
5. I trained our team members in processing of different kinds of complex posts that they were unable to process themselves.
6. Most of my team members looked up to me for any advice needed by them while processing.

…P/3

: 3 :

**Name of Employer Designation From To**

**Wipro Customer Support Officer September Februar**y

Process: Capital One (Voice) **2005 2006**

**Msource (India) Customer Support Executive November August**

**Pvt. Ltd. - MPhasiS Level-1/Grade-E2 2004 2005**

Process : Abbey Case (Banking Transactions) where responsibilities included:

Processing of Banking Transactions, Cheque Payments, Bill Payments, Direct Debits and Bill Payment Traces, Outbound calls including verification and queries on missing information.

**Self Employed as a Financial Consultant December September**

**(For Real Estates, Mutual Funds, Insurance) 2001 2004**

Providing consultancy & services for Real Estates, Mutual Funds, Life & General Insurance, Mortgage & Home Loans as well as Auto & Personal Loans.

**Vesta Interiors Business Development Manager September November**

**(India) Pvt. Ltd. 1994 2001**

Responsibilities : Tie-ups with domestic & international suppliers, builders, architects, real estate agents & corporate houses; Accounts; Office administration; Franchise & dealer network development.

**Gear Enterprises, Office cum Accounts Assistant July June**

**Mumbai 1989 1992**

Responsibilities : Office administration, Supplier tie-ups, Inventory control, Petty cash, Accounts and Payroll Management including P.F. & E.S.I.C. calculations..

**Skills & Abilities** : - Good Communication Skills

- Self Confidence

* Strong Determination
* Ability to help organizations develop their business to get high profitability from their businesses.

**Last Salary Drawn** : Rs. 431,800/- p.a. + incentives & perks

(Total: Approximately Rs. 600,000/- p.a.)

**Date** : **August 7, 2022** **(Digital Document – Signature not required)**

**Place** : **PUNE**  **(Anahita Parvez Merchant)**