

Aditya Kundu

Kolkata, West Bengal

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About Myself

With 3.5 years of experience in financial services and operations, I have developed a strong expertise in claim and invoice adjustments, dispute management, and customer query resolution. My role has involved meticulously analysing claims and invoices to ensure accuracy and compliance with regulatory standards, as well as effectively managing disputes to achieve timely and satisfactory outcomes for clients. I have demonstrated communication skills, allowing me to address customer queries promptly, enhancing overall client satisfaction. My proactive approach to problem-solving and attention to detail have contributed to streamlined operations and improved service delivery in a fast-paced environment.

Professional Experience

- ❖ Senior Associate, Capgemini 24th June 2024 - Present
 - Working in financial operations in an order to cash project, performing internal audits and process improvements.
 - Supporting European customers in the dispute area: adjusting invoices in terms of duty and taxes, service fees and freight charges.
 - Collaboration with cash applications, master data and collection departments.

- ❖ Senior Associate, Wipro 17th December 2021 – 7th June 2024
 - Worked in financial operations for a leading healthcare company. Worked in claims department, performing claim adjustments.
 - Resolved an average of 30 customer queries per day, while maintaining quality score of 98% and customer satisfaction score of 94%.
 - Successfully handled and resolved 75% of escalated queries without requiring supervisor intervention.
 - Trained and mentored 12 new associates, improving team efficiency by 18%.

Education

University of Calcutta, B.Sc. in Chemistry 2016 – 2019

Skills

Core Skills: Invoice Adjustment, Claim Adjustment, Dispute Management, Quality Assurance, Regulatory Compliance and Risk Management.

Foundational Skills: Business Communications, Problem Solving and Time Management

Technology: ChatGPT and Microsoft 365 tools

Project

Conducted a floor audit and made a detailed report highlighting the scope of the audit, identifying existing vulnerabilities and suggested risk mitigation strategies.

Certifications

- Microsoft Cybersecurity Analyst - Coursera
- ISO/IEC 27001:2022 ISMS - Udemy
- Generative AI Essentials - AWS