

# ARCHANA BISHT



## PROFILE SUMMARY

Results-driven professional with 4+ years of experience delivering high-level business support. Known for a strong commitment to personal development and continuous improvement, I bring a proactive approach to every opportunity, aiming to add value and drive success in dynamic environments.



## WORK EXPERIENCE

### WM ( Waste Management)

9/2020- 10/2024

#### Process Analyst

- Supported customer due diligence (CDD) efforts by reviewing and managing residential and commercial accounts across multiple U.S. regions, ensuring compliance with internal policies and standards.
- Monitored account activity proactively identifying and escalating potential risk or compliance concerns to safeguard business operations.
- Handled sensitive customer information with accuracy and care, processing billing queries, account adjustments, refund and refunds in line with data protection requirements.

### Fareportal

11/2019- 03/2020

#### Senior Executive

- Utilized global distribution systems (GDS) such as Amadeus to accurately manage customer profiles and transactions, maintaining compliance with internal verification standards.
- Maintained detailed records of transactions and customer interactions, supporting audit and compliance reviews as needed.

### Zomato

05/2018-09/2019

#### Executive

- Managed and resolved merchant billing issues, ensuring accurate invoicing and timely payment processing.
- Provided detailed support to merchants on billing procedures, payment reconciliation, and account adjustments.
- Educated merchants on using platform tools related to billing, order management, promotions, and menu updates to minimise errors and streamline transactions.
- Consistently met and exceeded performance targets by effectively prioritising tasks and maintains high accuracy in billing operations.

## CONTACT

8755628277

archana.bisht.74@gmail.com

481 niti khand, Indirapuram, Ghaziabad, UP

## SKILLS

- Organisational skills
- Microsoft excel, powerPoint
- Teamwork
- Time Management
- Multitasking
- Collaborative relationship building
- Analytical & Problem solving

## LANGUAGES

- English
- Hindi

## EDUCATION

- Bachelor in commerce ( CCS University)
- Bachelor in hospitality and tourism (AKTU)