

ARCHANA BISHT

CONTACT

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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)



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)

Process Analyst

9/2020- 10/2024

- 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

10/2019-01/2020

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 profit targets by effectively performance targets by effectively prioritising tasks and maintains high accuracy in billing operations.