

ASHUTOSH SONI

Payment Processing Operator

Contact

Address

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Sanganer Jaipur

Phone

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Skills

-Good communication skill.

-Great problem-solving skill.

-Ability to handle the work at the short staff scenario.

-Multitasking.

-Knowledge of JUMBO,AIMS,CINQ software.

-Decision making.

Analytical and efficient data analyst having 5 years of professional experience in the area of accounting and finance, research skills, and an ability to meet payment processing deadlines and report accuracy goals.

Work History

2022-08 -
2023-11

PAYMENT PROCESSING OPERATOR

Deutsche Bank Group, Jaipur, India

- **-HANDLING INVESTIGATIONS**
- MT103, MT202 and inquires such as unable to apply,return of principle, BCNR,Re-effect etc. Payment inquires,handling journals,ledger accounts.
- **-CHIPS AND FEDWIRE PAYMENTS**
- Inquires from CHIPS and FEDWIRE,payments related to CHIPS and FEDWIRE.
- **-MAIL MONITORING**
- Every type of inquires-return the payment, amendment in payment, re-effect the payment,payment inquires.

2019-01 -
2021-10

SENIOR PROCESS ASSOCIATE

GENPACT INDIA PVT LTD, Jaipur

- -In Genpact part of equipment finance,account receivable process.
- -Experience of invoice booking for USA and Canada process as booking admin.
- -Handling all VBUs independently(invoice booking process is a very sensitive and technical process in terms of correct customer, correct term and condition of invoice, invoice amount, invoice billing date etc).
- -Preparing and sharing volume report at the end with the managers and team members.
- -Audits-performing and reporting out the invoice audits.
- -Sharing new updates with the team which received from the customer end and query resolutions of team.
- -Handling customer's query and escalations.
- -Resolving all query and information need by the customer end.

2018-01 -
2018-10

VERIFICATION EXPERT

JUMIO INDIA PVT LTD, Jaipur, India

- -To check and verify customer's credentials and feed them correctly in database.
- -Manage daily activities and able to meet deadlines and identify process efficiencies.
- -Identify and highlight fraudulent documents.
- -Providing floor support, monitoring AHT, wraps and hold time.
- -Handle queries/conflicts between trainees in a constructive manner.
- -Conduct cross skills training and soft skills training.

Education

2021-04 -
2023-06

MBA: Finance

SURESH GYAN VIHAR UNIVERSITY - Jaipur, India

2017-04 -
2019-07

Master of Commerce: Business Administration

UNIVERSITY OF RAJASTHAN - Jaipur, India

2014-05 -
2017-07

Bachelor of Commerce: Commerce

UNIVERSITY OF RAJASTHAN - Jaipur, India

2013-04 -
2014-03

Senior Secondary: Commerce

ST. JOSPEH CONVENT SCHOOL - Jaipur, India

Additional Information

- Work as an associate and working in CDF booking team as a booking admin. I have gained lots of experience in this process and now well versed with my work. I had work in the same process and handled different roles in sub processes.
- Won Bronze awards for displaying outstanding performance.
- Got appreciation from the client for giving outstanding performance.
- Successfully trained new joiner's and improved cross training index.