**Meena kandpal**

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# CAREER OBJECTIVE

To be a successful professional in a globally respected organisation and achieve the objectives of the company with honesty and fairness, and to continuously upgrade my knowledge and skills.

# Professional Summary

* Strong communicator, adapt at leading and mentoring a team towards achievement of sound business goals with documented track record of success in captivating and implementing technical as well as administrative decisions.
* Ability to adapt in any sort of environment to set deadlines.
* An effective communicator with an excellent interpersonal, logical thinking & analytical abilities.

# Work Experience

## Worked with British Telecom BT Gurugram

## (CS Support Advisor) (22nd Nov 2021 till 16th October 2024 )

**Job responsibilities:**

* Ensuring the Engineers gathered information of the client’s work are been done correctly.
* Preparing Daily client data and ensuring that BT clients are been served with services or if the Service provider is responsible for the delay in serving the services.
* Demonstrating expert knowledge of productsand services to advise customers.
* Delivering an exceptional customer experience to build brand loyality.
* Validating compensations and processing the payments.
* Performing root cause analysis on compensation request submitted by the communication providers across UK.

## Worked with Inter Global Support Services LLC as CRM

## (Customer Relationship Manager) (Nov 02 2016 till 31st August 2021)

## Inter Global is a Subsidiary of Omega Insurance Brokers LLC (Dubai)

**Job responsibilities:**

* Interacting with and clients gather information and discussing with team.
* Responsible for gathering information and developing a comprehensive report for management
* Maintaining relationships with client’s customers and management coordinating the efficiency of their interactions
* Identifying deviations in CRM plans and corrected them accordingly
* Regular follow up with clients and maintaining the records of customers.
* Ensuring a good relationship with clients via call and emails.
* Allocation of invoices for credit received or Payment reconciliations.

## AP Responsibility

* Vendor Negotiation and Management & responsible for Payment Run and payment allocation.
* Resolving Client & Vendor queries through E-mails.
* Preparing Daily client reports like weekly pending report to track invoice processed by the team, Daily work allocation report, Agent Activity report, Daily Reconciliation report, Aging Report.
* Keep a check on duplicate payments.
* Account opening for new customer.
* Freezing customer accounts for non-payment of dues.

## AR Responsibility

* Maintain Customer Master data.
* Complete Bank Reconcilation for online payment.
* Making follow ups with customer for payments.
* Ensuring the accuracy and relevancy of all data entered.➢ Recovery of overdue customers.

# Areas of Expertise

* Technically sound in handling basic Computer Operations.
* Managing Team Effectively.
* Quality Analysis, Time Management.
* Self-directed.
* Operating systems like Windows, MS Office etc.

# Educational Qualification

Graduate (B.Com) from CCS University, Meerut

10+2 - CBSE 2004 (62%), Jamanagar (Gujrat)

10 - CBSE 2002 (82%), Malkapuram (Andhra Pradesh)

**INTERESTS AND ACTIVITIES**

Point of Contact for all Team events and Team outings & Actively participating in all types of events

Listening Music, Travelling.

DELHI