



VISHAL SOOD

Senior Executive (Account Receivable)

CONTACT

☎ 828-773-6667

🌐 Sector 104, Noida - 201304

✉ vishal.sood1991@gmail.com

SKILLS

Microsoft Excel



Microsoft Word



Microsoft PowerPoint



HOBBIES

Playing Chess

Solving Crossword Puzzles

Paintings

ACHIEVEMENTS

Awarded for Employee of the Month, August 2017.

Awarded for 100% Customer Satisfaction for a Week.

Collected 4 years old debts from Creditor.

3 times Voice of Peer winner.

CAREER OBJECTIVE

Desire to become a successful person and enthusiastically interested in utilizing my analytical and professional skills for worth conception in line with the development of the organization.

WORK EXPERIENCE

EXL Services, Noida

Senior Executive – 04/2019 at present

Description of Key Tasks and Responsibilities:

- Contact clients by telephone and e-mail in an attempt to determine the reason for overdue payment. Provide resolution to client in account reconciliation, payment allocation and issuing refunds. Keep files and documentation up to date and accurate.
- Investigate and resolve client's issues and disputes to collect balances. Provide information on disputes to Underwriting team and other internal parties.
- Identify potential bad and doubtful debts within customer portfolio or other potential operational risks or non-compliant activities and escalate in designated appropriate manner.
- Processing client's statements for payment in an accurate and timely manner. Ensures that invoice details match to the corresponding Purchase Order, answers customer inquiries and analyzes customer accounts.

Genpact, Gurugram

Process Associate – 11/2016 to 12/2018

Description of Key Tasks and Responsibilities:

- Ensure ledgers are posted correctly on Operating and Accounting systems for all payment types: electronic, manual and credit card transaction and cash are applied of all the ledgers.
- Provide assistance on disputes resolution to the client and works as a mediator between brokers and underwriting team.
- Resolve disputes such as incorrect commission offered to broker, wrong premium posted on account, change in payment scheme such as DTI or broker ledger etc.
- Assist the account receivable team on month end reporting and other functions as necessary and provide aging invoicing, partial payment reporting and overpayment reporting to Collections.

AWARDS

*Excellence in Customer
Satisfactory Award - 2015*

*Star Performance Award -
2017*

PERSONAL SKILLS

*Ability to work
independently.*

*Strong
listening/comprehension
skills.*

Attention to detail.

*Ability to stay composed and
objective.*

PERSONAL DETAILS

Date of Birth – 10.03.1991

Gender – Male

Marital Status – Single

Language – Hindi and English

Snapdeal.Com, New Delhi
Customer Solution Specialist – 12/2014 to 02/2016

Description of Key Tasks and Responsibilities:

- *Provide knowledgeable answers to customer phone and e-mail inquiries regarding products and brand.*
- *Manage ongoing customer relationships utilizing our CRM tools.*
- *Assist customers with after-sales service issues.*
- *Able to communicate concisely our company policies to client.*

EDUCATION

Intermediate in Commerce
Kendriya Vidyalaya Manauri, Allahabad, UP in 2010.

Bachelor Degree of Commerce
Manav Bharti University, Solan, HP in 2013

CERTIFICATION

Licentiate Certificate
Insurance Institute of India in 2020

Associateship Diploma (In Progress)
Insurance Institute of India
Expected Date of Completion – Sept 2022

DECLARATION

I hereby declare that all the information mentioned in my resume is true and correct to my knowledge and I take full responsibility for the accuracy of the particulars mentioned.