**Resume**

**Moodi Vinay**

**9900060351** **Email:** moodivinay02@gmail.com

**Career Objectives**:

To work in a reputed and growth oriented organization where I can utilize my knowledge and skills fully, and can get opportunities to gather more knowledge.

**Professional Experience:**

Total I have 6.08 years of experience as of now.

* Currently working as **Client Analyst** in ReSourcePro Operational Solutions Pvt. Ltd. from June 2017 till Jan 2021.
* Worked as a **Business Analyst** in EnStage Software Pvt. Ltd. from Dec 2016 to May 2017.
* Worked as a **Practitioner** in Concentrix (IBM Dhaksh) from Dec 2015 to Dec 2016.
* Worked as an**Associate** in Xchanging services Pvt. Ltd from March 2014 to Sept 2015.

**Professional Responsibilities in ReSourcePro:**

* Ensure the quality of the work high and meet the turnaround time efficiently to meet the client needs and expectations.
* Interact with co-workers and supervisors to audit and troubleshoot to meet client needs in a timely manner. Take initiative to find solutions and work effectively as a member of the team.
* Develop, implement and update the procedures timely manner to meet quality and timeliness standards.
* Composes clear, polite, and well-organized emails to communicate with clients. Anticipate the client needs proactively and take initiative accordingly.
* Coach less-experienced staff in learning procedures and insurance knowledge.
* Analyze the root cause of processing problems and keep team and supervisor, and client informed of issues and solutions.
* Train and mentor the new joiners to learn and understand the procedures and impart work related knowledge.
* Ensure the quality of the work Meet the client performance standards.
* Interact with team members and supervisors to meet client needs in a timely manner.
* Co- ordinate with the regular team in china and work effectively without any supervision.

**Highlights:**

* Initiated the transition of new project for US based clients; through Online training via Video conference (VC) and successfully completed four transitions and stabilized the projects in India.
* Provided high quality services to outbound customers in areas such as reinsurance & direct insurance
* Transitioned and stabilized insurance certificates and endorsement change request process.

**Professional Responsibilities in Xchanging:**

* Global claim settlement for Lloyds market.
* Validating data and obtaining additional information to clarify documentation and where necessary correctionneeded.
* Processing and handling specific accredited Class of Business.
* Communicating with the team leader and onshore team if required.
* Positively engaging in new initiatives to support the Team Leader, and to achieve Production and Quality SLA’s.
* Dealing with Resolving problems with a high degree of independent judgment.
* Demonstrating and encouraging commitment to team objectives.

**Highlights:**

* + Successfully Accredited With 5 COB’s within One and half year.
	+ After completing One year had 5 Million Pounds authority on hand.

**Professional Responsibilities in Concentrix:**

* Resolving debit and credit cards customer queries.
* Settling refund to the default customers.

**Other Roles and Responsibilities**:

* Preparing daily team reports.
* Generating bi weekly MRL reports.
* Presenting Buzz meeting.
* Performing Internal quality checks.
* Release high authority financials on behalf of new joiners.
* Resolving queries on floor.
* Handling urgent requests within TAT.
* Coordinating in cultural activities.

**Team Support and Supervision**

* Setting and maintaining the highest professional standard for themselves and Team members to assist the team leader to embed the Xchanging Values in the behavior of their team.
* Designing and implementing training plans and coaching for new joiners.
* Managing time effectively working within established guidelines applying standard technical checks without supervision.
* Dealing with and resolving problems using a high degree of independent judgment.
* Demonstrating and encouraging commitment to team objectives.
* Supporting the team leader to improve performance through the development of trained and high performing team members.

**Educational Details**:

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| --- | --- | --- | --- |
| **Course** | **University/Board** | **Year of passing** | **Percentage/ Class** |
| M.Com | Kuvempu University | 2013 | 63.20% |
| B.com | Kuvempu University | 2011 | 67.32% |
| II PUC | P.U.C. Board | 2008 | 59.67% |

**Computer Knowledge**:

* **Operating Systems known:**Windows-XP, Windows-vista and Windows-07
* **Application Software Package:** MS-Word, MS-Power Point, MS-Excel, MS-Outlook
* **Technical:**Tally ERP9

**Academic Project**:

**Project Name**: “Marketing survey on TATA Motors”

**Project Description**: A study on consumer perception towards TATA NANO in Adhishakthi cars in Shimoga city.

##### **Personal Details**:

Date of Birth : 20th June 1989

Marital Status : Married

Hobbies : Long drive, Cooking, System Games

Languages known : Kannada, English and Telugu

Permanent Address : S\O Moodi Vijay Kumar,‘Moodi Stores’

 Hosapete Badavane, Soraba (T) Shivamogga (D)

Temporary Address : #16 4th floor Mathrushree Nilaya 10thAcross 4th block HBR Layout

 Opposite to Sri Shaneshwara Temple Hennur Cross Bengaluru 560043

 Moodi Vinay Date: 15-04-2020