

MADHURY DEB

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Personal Details

Gender : Female | Nationality: Indian | Marital Status: Married| Date of Birth: 25 November

Address : Sharjah, near Sahara Centre

Visa: : Spouse Visa



An expert in quality, process, and efficiency offers a proven track record of success in identifying areas for improvement and formulating the operational, organizational, and system performance. Responsible to address client's concerns, drive regulatory compliance, and create significant cost saving.

Tele calling & Sales

@ Derby & Innoven Tech Solutions

July 2019 – Dec 2020

- Contact potential or existing customers to inform them about a product or service using scripts
- Answer questions about products or the company
- Enter and update customer information in the database
- Keep records of calls and sales and note useful information
- Go the "extra mile" to meet sales quota and facilitate future sales
- Take and process orders in an accurate manner
- Proven experience as tele sales representative or other sales/customer service role
- Cool-tempered and able to handle rejection

HR & Support Officer

@ ADCB Bank

Nov 2019 - March 2020

- Handling all the documents for the company (invoices, tax reports)
- Maintaining the HR data for recruiting new joiners.
- Maintaining the accounts file properly & preparing the invoices.
- Handling the replying and MIS and also working in Macro to assign all the leads to the agents in their tray.
- Generate and distribute monthly financial reports.
- Placement and recruitment.

WORK EXPERIENCE

Banking Insurance & HR

@ Tata Consultancy Services Limited

Jan 2017 Feb 2019

- Transition Lead for the new business related to Finance & Operation, Suspense Investigation and Accounts Payable.
- Had visited to TCS Pune and CAPITA Bangalore for the new business transitions of Phoenix Life Assurance and Sun Life Assurance Ltd.
- Determined requirements and designed Process Map & operating models for the new business transition.
- Provided Consultative approach on off shoring the business with attention to the legal and compliance issues.
- Worked with internal business units and technical team leaders to develop standard procedure.
- Manage day to day Accounts Payable operations including Travel and Entertainment Expenses of clients and corporate credit cards.
- Provided support to insurance operation team and Accounts Payable team to perform their tasks on time.
- Maintained consistent communication with Business, Project, and IT groups to ensure information was clear, well-defined, and understood.
- Quality audit for F&O suspense team and Accounts Payable team.
- Deals and Consulting, is the partner of choice to assist global, local clients and governments.
- Training conducted for the new comers of FinOps dept including Insurance Accounting, Suspense investigation and Accounts Payable.

Designated Team Lead

@ Tata Consultancy Services Limited

Jan 2017 - Apr 2018

- Responsible for handling Customer complaint via phone calls, call handling and emails.
- Responsible for Weekly deck report, Monthly input v/s Output, QC calibration, SLA & Queue management and MIS report for the entire Finance & Operation work.
- Responsible for updating the SOPs and tracking daily Incoming volume and Completions & part of talent management for hiring new peoples.
- Maintain Update log and Defect log.
- Customer complaint/client escalation analysis.
- Responsible for sending the Quality report to Senior Managers.
- Review Competency paper and quality for each individual.
- Floor Support, Team meeting and 1&1.
- Supporting the learning and development team for training the new candidates.
- Leave planner and Ad hoc meetings.
- Provide ongoing, constructive feedback to the team.

- Managed team performance, progress & hiring new talents.

Tele Sales Executive Banking

@ Tata Consultancy Services Limited

May 2014 - Dec 2016

- F&O Process Trainer & Call handler.
- Profound knowledge in Accounts Payable and Suspense process.
- Creation of Supplier, Amendment of Supplier and Sundry Payroll amendment.
- Process invoices accurately and efficiently throughout the month utilizing Oracle.
- Interfaced with various internal departments and external suppliers to resolve any queries.
- Provided trainings to all new hires on processing, standards and procedures.
- Manual payments to customer where system doesn't function well.
- Ensure that invoices are processed within the guidelines.

CERTIFICATIONS

- Certificate in Insurance Concepts - Insurance Concepts
- Certificate in Business Skills - Business Skills
- Certificate in BPS : Statistics & Analytics

MAJOR ACHIEVEMENTS

• Title/Award:	BPS-Star Performer (2014 & 2015)
• Company Name:	Tata Consultancy Services Limited
• Title/Award:	Service & Commitment Award (2015 & 2016)
• Company Name:	Tata Consultancy Services Limited
• Successfully migrated Accounts Payable process from DILIGENTA	
• Successfully migrated Sunlife Suspense (F&O) from CAPITA (Bangalore)	
• Successfully turned pilot processes to Business as usual	
• Appreciated by clients, managers and customers.	

SKILL SET

<ul style="list-style-type: none"> Finance Operation Conduct refresher Project management Delegating work UK Insurance knowledge Insurance specialist 	<ul style="list-style-type: none"> Data & Quality Analysis Updating SOP Transaction Analysis Queue management Monitoring staff performance Conflict resolutions to the team 	<ul style="list-style-type: none"> SLA management and reporting New Business Transition Allocating work duties Drive for result Customer focus Excellent business communication skill
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COMPETENCIES

• BPS Process Management (E0).
• BPO - Insurance - Life & Annuity (E1).
• BPO - Insurance - Life & Annuity (E2).
• BPS - People Development (E1).
• Process : Business Continuity Management.
• Compliance : Data Privacy and GDPR

TECHNICAL SKILLS

• Domain	BFSI		
• Software	IBM Lotus Notes	Microsoft Office 2000/2003/2007	Citrix
• Tools	ORACLE	BaNCS	Business Object
• Expertise	Fish bone Analysis	Flow Charts	Check sheets
	PARETO chart	Control Chart	Scatter Diagram

EDUCATION

- Bachelor Of Arts from University of Calcutta, India (2010)

LANGUAGE SKILLS

- Fluent in English

PROJECTS HANDLED

• Project Title	Diligenta
• Company	Tata Consultancy Services Limited
• Name of the Client	Sun Life Assurance

• Job Title	Transition Lead
• Project Title	Diligenta TCS
• Company	Tata Consultancy Services Limited
• Name of the Client	Guardian Assurance
• Job Title	SME & Quality Analyst
• Project Title	Diligenta TCS
• Company	Tata Consultancy Services Limited
• Name of the Client	Phoenix Life Assurance Limited
• Job Title	Finance Specialist

References will be provided upon request