

Munish Pathania



Contact Information:

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Dharamshala
Distt Kangra. H.P India

Personal Details:

Munish Pathania
S/o: Dhruv Dev Pathania
Date of Birth : 28-12-1988
Gender : Male
Nationality : Indian
Marital Status : Married
Passport No : U3122585
Passport Expiry : 04-Aug-2030
Driving License:- Indian LMV

Languages Known:

English, Hindi, Punjabi

CURRICULAM VITAE

Career Objective

To obtain a challenging & rewarding position in a dynamic organization where my skills will be in tandem with company goals & to add to the organization by excelling my advanced skills in the area of work & thereby my career.

Working Experience- Total 6 Years & 5 Months of Experience.

Client Account Executive at Emdad HR Company- Al Muhaidib Group.
November 2018 to November 2019 (1 Year) Dammam – Kingdom of Saudi Arabia

Brief Description about Emdad

EMDAD HR delivers superior Human Resource Solutions and Manpower Supply Services for the public and private sectors.

Job Responsibilities

- Handled more than 1000 employees of over 15 Clients (Companies) all over KSA.
- Handling client accounts related issue.
- Handling labors issue by phone calls like: - Salaries, Vacation, and Final Exit.
- Following up with Payroll team for: - Salaries, End of Service Benefit, vacation settlement, deduction issues.
- Following up with client for Timesheet and process in the AX System to generate the Invoice.
- Following up with finance team for: - Invoicing process, Credit/ Debit note request.
- Following up with client for monthly invoice payments.
- Maintained Monthly Time Sheet (Payroll) with client for employee's salary on Time.
- Making the Reports of Arrival and Deployment of the employees to the Client.
- Planning and implementing anything favourable for company and client relations.
- Always focusing on the better Service delivering to the client and maximise the level of satisfaction of client.
- Maintaining customer data in excel and ERP system.
- Visiting to client for meetings and issues.
- Following up with HR team for: - ATM Cards, Medical Cards, Air Tickets, Official letters.
- Following up with GRO for: - New Iqama & Renewal, Exit Re-entry, Final Exit Visa, Passport Update, Jawazat issues.

September 2015 To September 2018. (3 Years)

Worked as an Operation Account Specialist at SMASCO (Saudi Manpower Solutions Company) Dammam – Kingdom of Saudi Arabia

Brief Description about SMASCO

Saudi Manpower Services (SMASCO) is the Saudi company specialized to provide human resources support services and to mediate in recruitment services to various sectors and disciplines of specialized and professional human resources as well as specialized domestic and non- domestic manpower.

Job Responsibilities

- Accountable for completing all Operation and HR objectives and general quality of service.
- Handled more than 600 employees of over 10 Clients (Companies) all over KSA.
- Maintained Monthly Time Sheet (Payroll) with client for employee's salary on Time.
- Making the Reports of Arrival and Deployment of the employees to the Client.
- Proper coordination with different departments to serve the client.

- Delivering the Presentation in front of Clients for Manpower Execution Plan of SMASCO.
- Coordinate with Agencies in different countries for recruitment of new employees for different companies.
- Studying the contract between client and SMASCO, even playing a role if any amendment required.
- Planning and implementing anything favourable for company and client relations.
- Always focusing on the better Service delivering to the client and maximise the level of satisfaction of client.

November 2014 to August-2015 (10 Months)

Worked as a Customer Solutions Specialist at Snapdeal.com
246, First Floor, Okhla industrial Estate, Phase-3, New Delhi-110020

Brief Description about SnapDeal.com

SNAPDEAL.COM is one of the leading e-commerce company located in India.

Job Responsibilities

- Resolve customer complaints via phone, email, mail.
- Assist with placement of orders, refunds, or exchanges
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Suggest solutions when a product malfunctions
- Inform customer of deals and promotions
- Sell products and services
- Utilize computer technology to handle high call volumes
- Compile reports on overall customer satisfaction
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools

March 2013 to August-2014 (1 Year and 6 Months)

Worked as a Practitioner CRM Operations at CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED
Infinity Tower - B, 5th Floor, Sector - 25A, DLF Phase - II, Gurgaon -122002,Haryana, India

Brief Description about SnapDeal.com

CONCENTRIX DAKSH India PVT LTD is Business process outsourcing company.

Job Responsibilities

- Open and maintain customer accounts by recording account information
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools

- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

Educational Qualification

- 3 Years Diploma evaluate to Graduation in Computer Applications from Nation Institute of Information Technology Delhi
- 12th Standard from National institute of open school (2010)
- 10th Standard from National institute of open school (2008)

Computer Knowledge

- Good knowledge in application access
- Excellent Skill in Windows 98, XP, 7, 8,10
- MS Word, MS Excel, MS PowerPoint, MS Outlook
- Installation & Troubleshooting of Software's & Hardware Devices
- Installation & Troubleshooting of Operating System
- Microsoft Dynamics AX and Microsoft CRM
- Typing Speed 35 WPM

Competencies

- Ability to grasp new things.
- Ability to work under pressure.
- Dedicated to the work assigned and smart worker to cope.
- Supervision and Administration.
- Leadership Skills.
- Team Work.
- Skill in both verbal and written communication.
- Knowledge of organizational practices.
- Knowledge of issues pertaining to area of assignment.
- Skill in coordinating and prioritizing work and activities of self and others.

Hobbies:

Playing Cricket, surfing net, cooking and travelling.

RESUME SUMMARY

An accomplished professional with 6 Years of experience in Customer management service, HR Administration, Overseas recruitment and operation management. Offering comprehensive experience of the entire gamut of functions involved, a consistent performer having successful track record of making visible contribution to raise profit of any company or establishment and proven expertise in all the aspects of corporate world.

An out-of-the-box thinker and a strong believer in motivating and developing team to maximum productivity.

Declaration

I confirm that the above mentioned information is true to the best of my knowledge and belief.

(Munish Pathania)