

Curriculum Vitae

Neeraj Rathi

Address: House No. 138-H, Kapoor Street,
Munirka Village, New Delhi-110067

Mobile: +91 9821022406

Email: neerajrathi1431@gmail.com

CAREER OBJECTIVE

To make a good position in corporate sector and I have an immense ability to learn and implement things quickly with the surroundings to give expected results. Smart and Hard work is an embedded quality of my attitude and I have zeal to improve on every step.

Course	Stream	Board/University	Institution	Year Of Passing
BBA	BBA(Specialization HR)	Sushant University	Sushant University	2019-2022
XII	Humanities	C.B.S.E	Bala Pritam Guru Harkishan public school , Vasant Vihar	2019
X	General	C.B.S.E	Bala Pritam Guru Harkishan public school , Vasant Vihar	2017

TECHNICAL SKILLS

Versed with:

- MS Office
- Emplify
- Essl
- Google Sheet

WORKING EXPERIENCE



About Payworld:

Payworld is an initiative from the Sugal & Damani group of companies. It started its operations in the year 2006 and has made its presence known in India with over 500,000 active retail touch-points across 630 districts and 28 states. Payworld was started with the idea of bridging the gap between the untouched market segments and the service providers. Using Payworld's intelligent electronic transaction processing platform, the consumer can do transactions by visiting retail touch points and can pay digitally as well as through cash. We at Payworld believe in the business philosophy of "Making Life Simple" and provide every possible opportunity to our retailers and distributors to earn with minimum investment and maximum return.

Payworld Provide Services Payment, AEPS, MPOS/MATM, Amazon Shopping, QR Code, Domestic Money Remittance, Bill Payments, Rail/Bus /Air E- ticketing, Mobile/DTH Recharge, Hotel Reservation, FASTag, Investment, B2B Loan, B2C Loan.

Payworld Digital Services Pvt. Ltd.

Oct'22 - Till Jan'23 as an Intern. (Executive HR Operations)



About Tripoholidays:

Tripoholidays is a New Delhi based Pvt Ltd company, has been establish in 2017. Tripoholidays is a team of young and talented youth trying to make travelling easy for you to explore. As they had an aspiration to discover the enthralling beauty of the world. So, they have on the table a chance to get your dreams come true at desirable prices. At

Tripoholidays, we have curated the best offers on Airfares, Hotels, Tour Packages and more. The procedure is simple and hassle-free, you just have to select and scroll for the best deals in your hand.

TripoHolidays OPC Pvt. Ltd. Company

June'22 - Till 30thSept'22 as an Intern. (Executive HR - Operations)

ROLES AND RESPONSIBILITIES

Conducting Joining Formalities & Educate company's policies, procedures and benefits to new staff members.
Assisting in Issuing Letter of appointment, Letter of relieving, Confirmation Letter, offer letter, Experience or Relieving letter, FNF Settlement letter, arranging for Email ID, Seating, ID Cards and creation of visiting cards.
Responsible for new employee Bio-Metric process.
Updating HRMS Database, facilitating through different departments on workstation and IT requirements, Bank formalities & introducing new employee to respective team.
Ensure employees records are maintained as per standards and comply with legislative requirements.
To complete the FNF settlements of the employees.
Responsible to draft KPI' S and KPA and upload on the employee portal.
Responsible for No dues process.
Assisting in conducting exit interview process for resigned, quit / terminated employees.

Concentrix- Process Advisor

December'23 -Till Present

ROLES AND RESPONSIBILITIES

- Providing timely and efficient customer support through chat channels, addressing inquiries, resolving issues, and ensuring a positive customer experience
- Developing a deep understanding of the company's products or services to provide accurate information and guidance to customers
- Identifying customer issues, investigating root causes, and offering effective solutions or escalating complex cases to higher-level support if necessary
- Delivering clear and concise written responses to customer queries, demonstrating excellent written communication skills
- Collecting and providing feedback to improve products, services, or internal processes based on customer insights.

HOBBIES

Travelling
Net-Surfing
Exploring things

STRENGTH

Initiative taker
Teamwork
Problem solving and decision maker

BEHAVIOUR SKILLS

I have ability to change myself with working environment, problem solving skills, ability to function and enjoy working in a very dynamic environment and ability to take initiative and work independently.

(Neeraj Rathi)

Date....