**Amit Suman**

[Tel: 8595647978](mailto:Tel:%208595647978) **E-Mail:** amit.suman1313@gmail.com

**Professional Abridgement**

**GloBibo (March 2018 – April 2020) (Sales Support Executive – Contractual Basis)**

* Worked on Contractual basis.
* Coordinating the sales team by managing schedules, filing important documents and communicating relevant information.
* Ensuring the adequacy of sales-related material.
* Responding to complaints from customers and give after-sales support as and when required.

**SBI Card (August 2017 – February - 2018)**

* Investigate and analyze the disputes raised by the credit card holders related to the transactions which are not authorized and initiate the chargeback accordingly.
* Check the details of the transactions to ensure that the correct action need to be taken against the dispute rose.
* Monitor high alert accounts to identify possible fraudulent activities and suspected transactions
* Work with clients to collect and document information that may be used in resolving outstanding disputes

**WNS (August 2015 – July 2017) Sr. Associate (Email process)**

* Worked for Mashreq Bank (Dubai based bank) as a Sr. Associate in Merchant settlement and helpdesk
* Responsible to provide end-to-end solutions for the queries related to POS (Point of Sale) terminal via email response tool.
* Processing refunds, new setups, modification in account as and when necessary.
* Reconciliation of merchant payments as and when necessary.

**American Express (October 2011 – February 2013) Sr. Associate (Email process)**

* Answers questions from US Credit Cardmembers (Business, Corporate and Consumer).
* Identifies and resolves Cardmember's billing inquiries.
* Inter-company reconciliations.
* Responsible to inform Card Members about their Card billing statement balances, APR (Annual Percent Rate), Residual Finance Charges, Payment allocation on Lending/Charge cards, reconciliations of payments, Merchant charges and credits.
* Analyze and issuing billing adjustments if applicable.

**ACHIEVEMENTS:**

* Awarded Centurion Award for outstanding performance in December 2011.
* American Express Certificate of Appreciation "Magic of Moment" in April 2012.

**FIS (September 2009 – August 2011) Sr. Associate (Email process)**

* Worked for “Telefónica O2 UK Limited”.
* Specialized in billing statements including Data usage explanation (Wi-Fi, 3G, HSUPA, GPRS, etc.), Text and media messages (International & Domestic), Voice Calls, etc.
* Report maintaining – Individual quality and productivity report, Team report, Tracking and updating the Quality mark down for fatal accuracy.
* Responsible to mentor new and existing advisors on floor about iPhone troubleshooting and billing maintenance.

**ACHIEVEMENTS:**

* Awarded best SME for the month of November 2010

**Infovision International (August 2005 – August 2008) Team Developer (Data Entry)**

* Worked for “Balfour”, an American company.
* Responsible for entering data in the CRM provided by the firm.
* Developed skills and promoted to Team Developer
* Responsible to cross check and verify the data entered in the CRM system by the team members.
* Responsible to mark down errors and reporting the same to Managers for carrying out monthly accuracy reports of the team members.

**Academic Credentials**

**10+2 (Arts) CBSE** **2001**

**B. Sc (IT) National Technological University, Chattisgarh, India 2004**

**Personal Vitae**

Father’s Name : Mr. H. S. Suman

Marital Status: Married

Date of Birth : 17th January 1983

Languages : English, Hindi & Punjabi

Present Address : GH-8/374, Paschim Vihar, New Delhi – 110087.

Passport : Yes

Typing speed : 40 WPM

**DATE: ………………………** **Amit Suman**