



Navid Nisar Darekhan

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Profile

Obtain a job as a customer representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company

Work Experience

22/10/2019 – 29/11/2022 PUNE , INDIA

OPERATION OFFICER VFS GLOBAL PVT LTD.

- Manage all day to day activities (administrative and functional) conducted at the Visa Application Centre which involves.
- Conduct regular Audits for all processes & implement all new process rollouts or changes.
- Identify incorrect or incomplete information by regular quality checks thereby ensuring accuracy of the visa application.
- Ensure regular Error Monitoring - To monitor track and reduce the number of errors every month, within acceptable limits.
- Ensure compliance with VFS Global defined principles, policies & procedures as applicable to the role.
- Maintain high standards of ethics, integrity and compliance with corporate procedures.
- Ensure that the entire process is completed within the mandated Turn around Time.
- Ensure personal & professional development for self and team by conducting trainings on regular basis (product & process). Ensure that all staff attends trainings scheduled by HR & ensures effective Process Monitoring, by conducting Internal Process Certifications (OCL's), for all staff.

- Provide assistance to staff when needed and handle applicant/customer escalations.
- Liaise with various support functions to handle team related queries.
- Ensure delivery of Value Added Services options and achievement of the VAS targets for the VAC.
- Ensure judicious use of natural resources.

Education

India

High School - 2014

Maharashtra State Board of Secondary and Higher Secondary Education.

Higher Secondary - 2016

Maharashtra State Board of Secondary and Higher Secondary Education

Skills

-LANGUAGE

English
Hindi
Marathi

-COMPUTER SKILLS

M.S OFFICE
INTERNET SAVVY

Hobbies



Capturing
Moments



Playing
Football



Watching
Movies