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FALCON ID # 64357

Oilfield Services / Other

Residential Country : India Nationality : India
Resume Title : Visa Coordinator Notice Period : 0 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Xiith	Mumbai University	2015	India
Xth	Mumbai University	2010	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Visa Executive	Reputed Company	India	06/2018	04/2020
Sr. Operations Officer.	Vfs Global Services	India	03/2016	06/2018

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

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Other Details

Computer Skills	Knowledge In Web Mail's Pages & Microsoft Outlook Good In Microsoft Office.
Strengths	Good Grasping Power, Good Team Leadership Skills Working Smart Instead Of Merely Working Hard Good Communication Skills Extremely Well Organized And Proactive Ability To Cope With Pressure & Complete Them Within The Deadlines. Ability To Be Innovative Within The Given Constraints. Patient, Understanding & Team Leader Creative On Job Willing To Travel

Additional Information :

VFS GLOBAL SERVICES
MAR '16 –JUNE '18.

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Designation: Sr. Operations Officer.

Role in the Company:

Manage all day-to-day activities (administrative and functional) conducted at the VisaApplication Center which involves:

Document scrutiny & verification for visa processing

Handling cash & bank related transactions if assigned.

Maintaining & recording all application data in a timely and accurate manner

Ensuring all administration & logistics of passport delivery to consulate / applicant

/Logistics Company etc.

Conduct regular Audits for all processes & implement all new process roll outs 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.

Maintain & improve level of customer & mission satisfaction by enhancing procedures and continuously innovating methods to increase productivity and cost effectiveness. Ensure that the Teams are aligned & contribute towards achievement of parameters enlisted in the Team Objective Tracker.

Maintain adherence to the Service Level Agreements for all processes and ensure adherence to Standard Operating Procedures, manuals etc. without any deviation.

Ensure that the Teams are mentored & work towards adherence of all SOP's/ processes, required to be complied with, from an Organizational & ISO perspective.

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 no penalties are incurred and monitor, track and maintain internal errors.

Ensure personal & professional development for self and team by conducting trainings on regular basis (product & process).

Ensure that all staff attends training is 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.

Manage VAC productivity and VAC security (Physical & data)

Reputed Company

June '18 – Apr '20.

Designation: Visa Executive

Role in the Company:

Manage all day-to-day activities (administrative and functional) conducted at the Visa Application Center which involves:

- Document scrutiny & verification for visa processing
- Handling cash & bank related transactions if assigned.
- Maintaining & recording all application data in a timely and accurate manner

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.

Maintain & improve level of customer & mission satisfaction by enhancing procedures and continuously innovating methods to increase productivity and cost effectiveness. Ensure that the Teams are aligned & contribute towards achievement of parameters enlisted in the Team Objective Tracker.

Ensure that the entire process is completed within the mandated Turn Around Time.

Provide assistance to staff when needed and handle applicant/customer escalations.

  Other Details

Computer Skills	Knowledge In Web Mail's Pages & Microsoft Outlook Good In Microsoft Office.
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Strengths	<p>Good Grasping Power, Good Team Leadership Skills Working Smart Instead Of Merely Working Hard Good Communication Skills Extremely Well Organized And Proactive Ability To Cope With Pressure & Complete Them Within The Deadlines. Ability To Be Innovative Within The Given Constraints. Patient, Understanding & Team Leader Creative On Job Willing To Travel</p>
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