

Curriculum Vitae



Leena Chaman Arora
A402, Siddheshwar Residency,
Majkur Gaon, Phase 1, Taloja,
Navi Mumbai – 410208.
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Responsive, customer-focused professional with 15 years' experience in performing reception, clerical and administrative duties. Proven verbal and written communication skills. Demonstrated talent in resolving customer issues, handling high volume phone calls and answering customer queries. Bilingual: Fluent in English, Hindi & Marathi.

Professional Experience

Organization	:	Ace Employment Services.
Tenure	:	From 2nd Nov. 2021 to 14 th Nov 2022.
Department	:	Recruitment
Designation	:	Sr. Recruiter.

Roles and Responsibilities:

- Search and match qualified candidates, through company database, social media channels, job boards and other resources;
- Negotiate salary and employment offers
- Interview candidates face-to-face and by telephone/Skype/Zoom/Google meet;
- Coordination of candidate interviews with the client, including travel arrangements and accompanying candidate to client;
- Interview preparation and coaching of candidates;
- Diploma verification and reference checks;
- Preparation and submittal of proposals on, or before, client's deadline
- Follow up actions with candidates, regarding the results of their interviews;
- Proactive pool management for strategic profiles;
- Reviewing recruitment policies to ensure effectiveness of selection techniques and improvement of the recruitment procedure

Organization	:	Firstsource Solutions Ltd.
Tenure	:	From 2nd Nov. 2020 to Nov.2021.
Department	:	Customer Service Operations
Designation	:	CSR/Jr. Underwriter.

Roles and Responsibilities:

- REVIEWCHECK POINTS TO IDENTIFY RED FLANGS
- Maintainspipelinewithinthe Company's standardsofturn-aroundtimefor upfrontandfinal underwrite
- Reviewsfilesupfrontfor initial creditdecision basedon Company checklistsandguidelines
- Review, upload to Investor and work through all Conventionalloansfiles
- Keepsubmittals, re-submittals and underwriters organized to meetturntimes and COE
- Submits loans to investors where applicable
- Providesstatusupdatepertaining totheloan fileto related parties:Loan Officer, Real Estate Agent,Escrow Officer, Branch Contact
- AdjustsconditionsheetinLOSwithapplicable conditions
- Performs afinalreviewoffiles prior to docs beingdrawn
- Works with post-closing department on any stipulations for closed file
- Current hands-on underwriting experience
- Superior customer serviceskills
- Self-starter with excellent time management skills
- Ability to maintain the highest level of confidentiality
- Excellent problem-solving skills
- Excellentcommunication skills – written,verbalwith an abilitytopresent ideasclearlyand concisely
- Ability to multi-task in a fast-paced environment
- A professional work ethic and attitude

Organization	:	Sutherland Global Services Pvt. Ltd.
Tenure	:	From 13 rd May 2019 To 30 th Oct. 2020.
Department	:	Customer Service Operations
Designation	:	CSR/Jr. Underwriter.

Roles and Responsibilities:

Same as above.

Organization	:	Multi Hydro LLC
Tenure	:	From 3 rd March 2017 to 27 Nov.2019.
Department	:	Accounts
Designation	:	Account Manager

Roles and Responsibilities:

- Prepares asset, liability, and capital account entries by compiling and analysing account information.
- Documents financial transactions by entering account information.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Prepares payments by verifying documentation and requesting disbursements.
- Answers accounting procedure questions by researching and interpreting accounting policy and regulations.
- Prepares special financial reports by collecting, analysing, and summarizing account information and trends.
- Maintains customer confidence and protects operations by keeping financial information confidential.
- Accomplishes the result by performing the duty.
- Preparing receipt and payment vouchers.
- Entering Journal vouchers.
- Sending SOA and payment follow ups.
- Preparing Salary.
- Sending LPO, Quotations and official letters.
- Comparing pricing before purchase.
- Ordering stationery and equipment.

Organization : Acharya Shri Nanesh Hospital
Tenure : From May 2012 to January 2017.
Department : Reception
Designation : Front Desk Executive/Accountant

Roles and Responsibilities:

- Front Office Administration.
- To attend Telephone calls (Incoming & outgoing)
- Maintaining Inward & Outward registers.
- Co-ordination with internal as well as external customers / clients.
- Doing all the billing work for Doctor & patient.
- Maintaining Petty Cash.
- Responsible for EPABX operations. Ensure the immediate response while handling incoming and outgoing calls.
- Taking Appointments from Doctor for patients.
- Replying to all the queries comes via emails.

Organization : Hotel Royal Orchid
Tenure : From 2000 till 2007
Department : Front office
Designation : Billing/Accountant

Roles and Responsibilities:

- Schedule customer bookings and guide them about available rooms and suites.
- Greet the customers courteously and cater for their special requests, needs and complaints.
- Oversee maintenance of the reception and waiting area.
- Coordinate customer payments and billing.

Organization : Repro India Ltd.
Tenure : From 1998 till 2000
Department : Purchase
Designation : Asst. Purchase

Roles and Responsibilities:

- Collate purchase orders and purchase requisitions in order-to-order materials, goods and supplies.
- Send them to the suppliers.
- Review inventories and order as required.
- Interact with the suppliers on a day-to-day basis.
- Review deliveries against the orders.
- Track the status of any orders.
- Deal with no supplied, under orders, over orders and damaged goods.
- Ensure that any invoices are sent to accounts for payment.
- Produce and maintain all reports.
- Manage any procurement activities including RFP's (Request for Proposals)

Educational Qualification:

B.com Second Class in 2008

Computer Skills

Particularly Microsoft Package (Windows, Outlook, Advance Excel, Word), Tally prime, Net surfing & Email operating.

Personal Details:

Name : Leena Chaman Arora
Date of Birth : 28th Oct 1978.
Marital Status : Married.

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