

MEHROZ ANWAR

Pune · +91 8888906597 · anwarmehroz29@gmail.com · LinkedIn

PROFESSIONAL SUMMARY

Dynamic Finance and Investigation Specialist with expertise in customer support, credit analysis, risk assessment, financial statement analysis, and KYC verification. Experienced in CRM documentation and compliance review. Skilled at data analysis, client communication, and process improvement to ensure operational efficiency.

EXPERIENCE

Investigation Specialist · CRIF Solutions (India) Pvt Ltd, Pune · Jan 2025 – Present

- Delivered high-quality customer support by resolving inquiries, complaints, and service requests in a timely manner.
- Reviewed KYC and financial documents for documentation and data verification.
- Maintained strong customer relationships through professional communication and problem-solving skills.
- Handled customer interactions via phone, email, and chat while ensuring excellent service standards.
- Documented customer issues and resolutions accurately in CRM systems.
- Collaborated with internal teams to resolve complex customer concerns and improve service efficiency.
- Monitored service quality and ensured compliance with company policies and procedures.

MIS and Credit Finance Intern · Taxblock, Pune · Jun 2024 – Aug 2024

- Assisted in preparation, verification, and filing of tax returns.
- Prepared tax forms and documentation associated with compliance, audits, and refunds.
- Interviewed clients to obtain taxable income, deductible expenses, and allowances.
- Reviewed financial records including prior tax returns, income statements, and expenditure documents.
- Used Winman Software to prepare tax computation and file tax returns.
- Performed data entry, client inquiry, research for proper tax treatment, and communication with reviewers.

EDUCATION

- MBA, Finance · Ramachandran International Institute of Management, Pune (2023–2025) — 1st Class Division
- BCOM, Finance and Accounts · AnnaSaheb Gundewar College (2019–2022) — 1st Grade
- HSC – Commerce · PM Shri Kendriya Vidyalaya Vayusena Nagar, Nagpur (2019) — 8.2 CGPA
- SSC · PM Shri Kendriya Vidyalaya Vayusena Nagar, Nagpur (2017) — 8.0 CGPA

SKILLS

CRM: Salesforce, Zendesk, Freshdesk

Core: KYC Verification, Compliance Review, Complaint Resolution, Data Entry

Technical: Advanced Excel, Database Management, Tally, MS Office, Business Analytics

Domain: Taxation, Credit Analysis, Risk Assessment, Financial Statement Analysis

ACCOMPLISHMENTS

- Spot Fresher of the Month — Achieved 90% quality score in customer support operations.
- Pat-on-Back Award — Completed 100+ customer meetings within the first 2 months.
- Winner of Fish Bowl — Start-up project presenting and explaining financial data to investors.

CERTIFICATIONS

Tally · MS Office · Business Analytics · Customer Experience (CX) Certification – CX University · Zendesk Customer Service Professional Certificate