

# KENNY TYAGI

FINANCIAL ADVISOR – QuickBooks, Sage50 & Finacle

✉ [arorakenny@gmail.com](mailto:arorakenny@gmail.com) ☎ +1 (647)4701059 📍 [Brampton](#) **in** [LinkedIn](#)

## SKILLS

---

- **Wire Payments & Banking Systems:** RTGS, NEFT, EFTs with accurate reconciliation and validation.
- **Accounting Software:** QuickBooks, Sage50, Sage300, Finacle with expertise in financial reporting accuracy.
- **Office productivity tools:** Word, Excel, Outlook, Presentations, Project ensuring documentation & reporting.
- **Project Tools:** Jira, Trello, Asana, Smartsheet for workflow tracking and compliance process optimization.
- **EDI & Logistics Software:** Electronic data interchange systems supporting transportation & supply chain.

## WORK EXPERIENCE

---

**Customer Service Representative** **June 2024 – Present**  
*Erb Transport* *Ontario*

- Prepared and verified 100+ invoices weekly, ensuring 100% precision in billing and POD documentation, improving reporting by 22% via standardized spreadsheet entry and compliance-driven operational workflows.
- Administered 100–150 customer emails daily, addressing 95% of client queries within deadlines, improving communication efficiency via structured documentation & systematic tracking inbound & outbound correspondence.
- Managed inbound calls from 50+ drivers & clients daily, ensuring accurate scheduling & query resolution, improving operational coordination by 18% via structured communication protocols & regulation-oriented reporting.

**Cards Advisor** **December 2022 – December 2023**  
*RBC Bank* *Remote*

- Ensured compliance with risk protocols by validating 200+ daily transactions, achieving 100% adherence to internal policies & reducing reporting discrepancies by 18% via structured monitoring & documentation workflows.
- Processed payments, balance transfers & account updates for 150+ clients daily, improving operational accuracy by 22% & ensuring seamless integration of updates across systems maintaining strict audit compliance standards.
- Investigated 50+ fraud-related cases monthly, applying structured analysis & communication protocols, resolving 95% of issues within deadlines & improving client trust by ensuring documentation in registered account types.

**Customer Service Representative** **June 2020 – December 2020**  
*ASL Global Logistics* *Ontario*

- Coordinated schedules for 25+ drivers daily, maintaining accuracy throughout client appointments, improving operational efficiency 20% using systematic process communication protocol & compliance-driven documentation.
- Managed 200–300 emails daily, resolving 95% of inquiries and confirming deliveries, improving reporting accuracy by 18% through structured documentation and systematic tracking of client communication across operations.
- Generated 100+ invoices and billing statements weekly, maintaining 100% accuracy across proof of delivery documentation, strengthening regulatory reporting 22% via standardized processes & systematic record protocols.

**Business Support Clerk** **January 2017 – December 2018**  
*DBPC Accounting & Taxation Firm* *Ontario*

- Delegated tasks and supervised daily operations for 10+ staff, improving workflow efficiency by 20% using structured documentation protocols and ensuring compliance with accounting and taxation reporting standards.
- Scheduled 25+ client meetings monthly, maintaining structured calendars & improving coordination accuracy via systematic documentation workflows & compliance-driven reporting aligned with organizational standards.
- Prepared deposit books & processed 100+ cash transactions weekly, ensuring 100% accuracy in financial documentation, improving compliance reporting by 22% via structured workflows and record management protocols.

**Personal Banker** **April 2014 – April 2016**  
*ICICI Bank* *India*

- Managed 100+ daily customer inquiries, resolving account-related issues with structured documentation, achieving 98% resolution accuracy & ensuring compliance with regulatory standards via precise record management.
- Entered & posted RTGS, NEFT & wire transfers for 75+ clients weekly, improving transaction accuracy by 20% & ensuring branch operations by applying structured workflows and compliance-driven reporting methodologies.
- Sold 200+ financial products including insurance & mutual funds, achieving 25% growth in branch portfolio, applying structured communication & documentation protocols to ensure compliance with audit requirements.

## EDUCATION

---

**Post Graduate Diploma in Business Admin-Accounting & Payroll** January 2019 to January 2020  
*CCBST college, Brampton*

**Post Graduate Diploma in Banking Operations** September 2013 – February 2014  
*NIIT IFBI, India*

**Bachelors in Business Administration** July 2010 – July 2013  
*Delhi University, India*

## CERTIFICATIONS

---

- Google Project Management Certificate, Certified Associate in Project Management (CAPM)