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**OBJECTIVE**

Obtain a customer service position where I can effectively utilize my customer service expertise, communication skills and problem solving abilities to achieve the corporate goals.

**KEY SKILLS**

* Expertise in Customer Support skills.
* Extensive experience in MS office – Word, Excel and Power point.
* Transaction processing for Banks and Insurance companies.
* Profound ability to process cash transactions accurately.

WORK HISTORY

**Customer Service Associate in WNS, India - June 2011 – Sept 2013 (**2 years 3 months)

**Description:** Taken up the role of an Underwriter for the outsourced job of Aviva Insurance based in Ireland.

**Responsibilities**

* Handled queries and requests of Aviva Insurance brokers via email.
* Processed requests on setting up of new policies after collecting and verifying customer information, Collection of premiums and follow ups to brokers via email and calls.
* Handling escalations and complaints from brokers and resolution of the same.

**Key Achievements**

* Received customer compliments on several occasions for resolving queries accurately.
* Was given the opportunity to chair quality meetings on a weekly basis.

**Customer Service Executive in HSBC, India - June 2005 – Aug 2010** (5 years 1 month)

**Description:** Designated as an authorizer for monitoring the banking transactions processes.

**Responsibilities**

* Was responsible for monitoring the work of agents & identification of errors.
* Feedback to the agents and giving refresher training when required.
* Responsible for all operational related queries.

**Key Achievements**

* Appreciation from the management for being a competitive trainer.
* Was given the opportunity to handle a team as an acting Assistant manager for a time period.

**Customer Service Associate in ICICI One Source - June 2001 – Oct 2004** (3 years 4 months)

**Description:** Dealt with outsourced transaction processes of Egg bank, based in UK.

**Responsibilities:**

* Handling banking operations for customers based in United Kingdom.
* Worked in different sections of banking process, including setting up new accounts and reviewing KYC documents, credit evaluation, Credit limit approvals & loan approvals.
* Was involved in weekly and monthly report generation.
* Handled customer escalations at various stages of the process.

**Key Achievements**

* Was involved in transaction processing for a bank in France and was sent to United Kingdom for transitioning a process. The process Involved Processing credit card agreements.
* Successfully transitioned a high end banking process from France to India
* Trained 30 associates after transitioning the process and worked closely with teams in France.

**Marketing Executive in System Domain, India - July 2000 – January 2001(6 months)**

**Description:** I was responsible for overall promotion of the business and achieved target set by the management.

**Responsibilities**

* Handling counseling of internal and external enquiries.
* Preparation of marketing reports.
* Co-ordination with Head Office with all marketing related activities.

**Management Trainee in Kitex, India -September 1999 – February 2000 (5 months)**

**Description:** Worked as Management Trainee in Marketing Department, Kitex Ltd, Kerala.

**Responsibilities**

* Was involved in preparing daily and monthly; sales reports.
* Attending to sales calls and meeting with dealers.
* Had conducted surveys for future products of the Company.

Educational Qualification:

|  |  |  |
| --- | --- | --- |
| **COURSE** | **INSTITUTE/UNIVERSITY** | **Duration** |
| **MBA (HRD)** | Nehru College of Management, India(Bharathiar University) | 1997-1999 |
| **MA (Economics)** | Sacred Heart College, Kerala, India | 1995-1997 |
|  | (Mahatma Gandhi University) |  |
| **B.A (Economics)** | Cochin College, Kerala, India | 1992-1995 |
|  | (Mahatma Gandhi Univsity) |  |

Other Skills:

Successfully completed course in; **Tally**.

Certified in **Desktop Management skills**.

Personal Details:

* Age & date of birth : 40 years, 01/11/1974
* Sex : Male
* Languages known : English, Hindi & Malayalam