**Preetham**

Email: [preetham.232518@2freemail.com](mailto:preetham.232518@2freemail.com)

Visa Status – Visit Visa

Current Location – Al Nahda, Dubai

**CORE COMPETENCIES**

* BBA professional with 9+ years of expertise in customer service and relationship management.
* Data analysis by gathering customer feedback and improving customer experience.
* Perform at the highest level of my potential to achieve the set goals and targets of the organization.
* Excellent interpersonal, analytical and organizational skills.

**ACADEMIC QUALIFICATION**  
Bachelor of Business Administration \* – Specialized in Marketing and Sales \*

**TECHNICAL SKILLS**

* Expertise in MS-Office products such as MS-Excel, MS-Outlook, MS-Word & MS-Power Point.
* Worked on handling queries related to tax and insurance through phone, email and chat.

**STRENGTHS**

* Goal driven achiever where strengths include excellent planning and organization skills.
* Good managerial capabilities and the ability to work efficiently in a team.
* Good analytical ability, punctuality and sincerity.
* Adaptability and learning ability.

**ACHIEVEMENTS**

* Supervising the Customer Support team in the absence of Team Manager.
* Awarded “Outstanding Performer” 12 times during my stint at Cognizant.
* Awarded “WOW” 8 times during 2014 - 2015 at Cognizant.
* Awarded “Opel” during 2015 at Cognizant.
* Awarded “Spot Light” 4 times during 2016 at Cognizant.
* Awarded “Eagle” during 2009 in recognition of innovative initiatives at Cognizant by Sr. Director of the company.

**PROFESSIONAL SKILLS**

* Assisting subordinates on product knowledge.
* Suggested techniques and script changes for better and smooth verification of policy details which has resulted in a fourfold increase in the productivity of the particular line of business.
* Anticipating and responding to change.
* Good Time Management skills and work under deadlines.
* Comprehensive problem solving abilities.
* Effective call handling skill.

**WORK EXPERIENCE**

**Customer Support - (Cognizant Technology Solutions) Dec 2007 – Sep 2017**

**Insurance Related Roles and Responsibilities:**

* Verifying home and auto insurance policies such as policy type, premium amount, dwelling coverage;
* Prepare insurance claim forms or related documents and review them for completeness;
* Correspond with insured or agent to obtain information or inform them about account status or changes;
* Review and verify data such as age, name, address and principal sum and value of property on insurance applications and policies;
* Tracking & verifying all insurance policies and preparing chart for presentations every week;
* Notify insurance agent and accounting department of policy cancellation;
* Assure that staff is provided with proper training, instruction, tools and methods to perform their jobs;
* Represent company in a professional manner at all times;
* offering solutions to management regarding process related queries, understanding the performance metrics based on data, analyzing the trends and internal quality reports to identify the areas for improvement;
* Provide training to new batches on processes, tools & techniques;
* Y Jack calls of team members to rate their recorded calls against quality;
* Provide feedback to better their quality and productivity.

**Tax Related Roles and Responsibilities:**

* Responsible for implementing and understanding of client policies and solution offering;
* Verification of loan documents and updating loan and tax information;
* Procurement of tax amounts based on assessed value of the property;
* Taking the initiative to advocate conflict solving and critical decision making skills in pressured work environment;
* Updating the process documents for various projects as per client policies;
* Experience in US real estate mortgage, property tax procurement unit for our multinational;
* Clients, property tax calculation, developing new processes and ensuring adherence to high standards;
* Adhering to Quality standards for team performance;
* Investigation of clients assessed property value using systems and tools;
* Receiving and verifying clients details from all the reputed banks in the US;
* Issues and concerns raised with relevant US tax offices;
* Handling large client portfolio and assisting them in calculating their property tax and sending them their weekly and monthly valuation activities;
* Following up with the counter party and clients for any type of discrepancy;
* Resolving clients queries pertaining to tax discrepancies, security setup as well as their property documents.

**Personal Information:**

- Date of Birth - 08 December 1986

- Gender - Male

- Languages - English, Hindi, Kannada and Tulu

**Passport Details:**

* Date of Issue: 19/01/2017
* Date of Expiry: 18/01/2027

**Declaration:**

I hereby declare that the information furnished above is complete and true to the best of my knowledge. I am committed to be loyal towards my work and to my employer.

**Preetham**