**CV No 1945038**

G.vishwanath

Objective

Seeking the challenging and rewarding assignments in the diverse field of operations with an organization of high repute where I can get the opportunity to explore my potential. I am looking for a platform where I can positively contribute towards taking the company on the next level with my diligence, integrity and expertise. I am keen to employ my knowledge and experience to enhance the business growth of the company and adding value to its operations.

Key Skills

* Creative yet methodical with an eye for detail and an efficient approach to work.
* Possess natural flair for operations management, customer service and achieving optimum level of Service Level Agreements.
* Competent and result-oriented professional; ability to grasp work process quickly and identify areas that require improvement.
* Determined and effective under pressure; able to adapt quickly to the new environment.
* Excellent time management skills with proven ability to work accurately and quickly prioritize

Co ordinate and consolidate tasks.

* A prolific team player with good communication skills capable of working on several tasks at once.
* Proficient in Ms office

Career Contour

* Sbi general insurance

Customer service executive

Duration-April 2014 to Feb 2016

* Currently working in the policy issuance team
* Generating quotations for home,health,motor and Ipa policies
* Issuing home,health,motor and Ipa policies.
* Coordinating with the branches pan India for resolving discrepancies in the proposal forms via email or phone.

* Wipro (Mumbai)

Senior executive – Health insurance claims

Duration - January 2013 to April 2014

* Processing health insurance claims for US customers.
* Auditing claims processed by onshore processors.
* Wns (Mumbai)

Senior Executive- SAP CRM (British Gas)

Duration: - May 2012 to December 2012

* Worked on SAP-CRM module.
* Replying to customer queries through emails.
* Calling customers in UK to resolve queries in emergency cases.
* Capita India Private Ltd, Mumbai

Senior Executive - Insurance (BA Collections –Standing Orders)

 Duration: October 2008 to August 2011

* Have worked in insurance process called “Pearl” and therein setting up standing order and direct debits for premium payments and solving customer queries regarding premium positions on their policies.
* Have conducted process training for 2 batches of 20 each.
* Carried out various quality checks on cases processed by team members to ensure the correct procedures have been carried out and to identify any training requirements.
* Ensuring superior quality and SLA achievement throughout the month
* Identify & eliminate operational risk by introducing effective audit controls and automation.
* Identified and implemented various process improvement tools.
* Handling client calls to discuss functional issues affecting the smooth functioning of the process
* Preparing Business Process Document and updating with subsequent changes in the process
* Ensuring that team skills and knowledge are updated by continuously liaising with the knowledge management team.
* Sharing knowledge and encouraging development of others to achieve specific team goals.
* Handling complex complaints cases from customers and resolved queries and escalations from onshore for the entire team.
* Interact periodically with onshore SME’S to resolve issues regarding policies of customers in UK.
* Was handing the onshore complaints mailbox (CTS Mailbox) for the whole team.
* Used to reply to the complaints mails within the SLA of 5hrs.
* Working pro-actively with team manager & process associates and maintained awareness of upcoming events.
* Segregate and prepare various non-genesis reports and allocate the same to team members for completion.

 **Achievements**

* Have provided multiple process improvement suggestions out of which two got implemented.
* Have been awarded a TCF certificate for the two implemented suggestions in Quarter 2 in 2011.
* Was designated as an authorizer to authorize high volume transactions including cheque payments to customers in UK.

* Reliance Communications Ltd-Corporate office

Quality Assurance (Back office)

Duration: November 2007 to September 2008

* Scrutinizing SR’s (service requests) created by a team from 15 outlets spread over south Mumbai comprising of over 90 executives.
* Analyzing the need and quality of the request raised.
* Ensuring the cases are dispatched properly to the respective teams to provide resolutions within the given Sla.
* Preparing MIS and updating the seniors about the CSAT scores maintained and discrepancies in performances if any.
* Giving regular updates regarding quality maintained to respective team managers on a regular basis

***Escalations Executive (Back Office)***

***Duration: January 2007 to October 2007***

* Handling after sales services for a team of 30 sales executives.
* Providing resolutions to customer issues escalated by stores all over south Mumbai within the given SLA.
* Preparing various reports regarding daily activities and dispatching the same to various departments

 ***Customer Support Executive***

***Duration: November 2005 to December 2006***

* Interacting with the Customers in solving their Billing issues, retaining the customers etc.
* Introducing the client to the sophisticated range of telecom products.
* Providing the ‘care’ element in majority of the interactions, maintaining MIS and sending report to concerned departments
* Imparting training to my team members with regards to the latest products, tariffs and different processes

Academia

* Master of Business Administration-Operations Management (MBA) from Sikkim and Manipal University (July 2010)
* Bachelor of Commerce (Bcom) from Mumbai University, Mumbai (April 2008)
* Higher Secondary School Certificate (HSC) from Mumbai University, Mumbai (April 1997)
* Secondary School Certificate (SSC) from Kerala University, Kerala (April 1995)

Personal Details

* Date of birth: 14 June 1978
* Nationality: Indian.
* Marital status: Unmarried.
* Languages Known: English, Hindi, Marathi, Tamil and Malayalam
* Interests: Reading, Watching news and movies, Music

I hereby declare that the above information is true to best of my knowledge and belief.

Date: G.vishwanath

|  |
| --- |
| **Vishwanath Govindan – CV No 1945038**To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |