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|  | Priya  |
|  | Priya.340788@2freemail.com  |

**CAREER OBJECTIVE**

I see myself as committed self-driven and team oriented person. I am also pragmatic, ambitio us, determined to be a part of an organization with sound and performance oriented practices.

**SYNOPSIS**

A Competent professional with almost 7 years of experience in Customer service & Operation s in Banking, Insurance & Hospitality sector. Well versed with customer service & Operation functions, Graduation from Delhi University & MBA degree in Finance & HR from IMT, Gh aziabad.

**CORE COMPETIENCIES**

Customer Relation Management

Effective management of Customer Relation Operations, ensuring maximum customer satisfaction by providing timely clarification of queries.

Interacting & developing rapport with all external & internal constituents of client at all levels for maximum client retention and achievement of revenues.

**CAREER HIGHLIGHTS**

**Company** **Pinnacle Insurance Brokers LLC. UAE**

**Designation** **Underwriter - Life Insurance / Client Services Executive**

**Period** **Feb, 2010 till Nov., 2011**

This includes following job responsibilities:

I was handling the new business & existing portfolio of CEO clients & Sales Consultants.

Scrutinizing the new business application of life proposals as per the AML guidelines. Proper KYC check before sending to the insurance company.

Coordinate with clients & clinics for the medical appointment for their Life insurance proposals.

Maintain the proper MIS report & sales report, follow up on premium renewals, switches of portfolio & other service issues or request on a daily basis.

Organize periodic refresher training for the sales consultant and the admin staff.

Respond to clients & consultants emails for any query relating to their policies under proposal stage & existing policies.

Generation of Valuations of all the clients with all insurance companies.

Processing of cheques / cash received from Agents, Deposition of Premium cheques. Releasing of payment after verifying.

Provide support to the account department in terms of the payment release to the consultants.

**Company** **Reliance Money Ltd.**

**Designation** **Cluster Manager**

**Period** **November 2007 till October 2008**

This includes following job responsibilities:-

Handling two branches customer service operation activities. Direct coordination with HNI clients.

Face to face contact with walk-in clients as and when required by the team members. Ensuring the team members should have full knowledge of the products & which will lead to achieve the target of selling of products like Demat, mutual fund & gold.

Flow of information to the team members from time to time in terms of any change in the process & policy of the company.

Ensuring the quality work in processes to be maintained.

Handling escalation with in the TAT & ensure end to end resolution.

**Company** **Standard Chartered Bank Ltd.**

**Designation** **Sr. Customer Service Officer**

**Period** **February 2005 till August 2007**

Acted as a Back up Team Leader& Floor Supervisor for Express building branch in credit cards. This includes the following job responsibilities to be handled.

To resolve all the relative incoming calls query of CSE’s

To manage SLA of the Floor To manage escalation calls.

To support and train the new team members.

Handling Team of 15 members in absence of Team Leader.

To market new or suitable product to the customer in order to achieve floor targets. To help in extra projects carried simultaneously.

To service platinum card holders & HNI clients

**Company** **Maurya Sheraton Hotel & Intercontinental Hotel**

**Designation** **Secretary**

**Period** **February 2001 till August 2004**

To manage all administrative work & day to day routine. Preparation of weekly report & monthly report.

Manage the departmental activities.

Manage the HR Activity of a particular department. Handling of incoming & outgoing emails.

Preparation of presentation of tenders quotations.

**ACADEMIC**

PGDBM (DLP) from IMT, Ghaziabad - Specialization- Finance & Human Resource**.** One Year Diploma Course of Secretarial Practice from Y.W.C.A. of Delhi in 2002.

One Year Diploma Course in Computers from Tata Infotech. B.Com. from DelhiUniversity in 2004.

Schooling from TagoreSeniorSecondary School.

**ACHEIVEMENTS & CERTIFICATE**

Head In charge for Junior & Senior School for 2 years

Certification for completion of on the Job training done in ITC Maurya Sheraton Hotel.

Certificate of being Rated 3 times best CSE from Standard Chartered Bank. Completed a project in relation to the Mutual fund.