**MAHESH **

Dubai

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Operations/Admin/Customer Service.

PERSONAL INFORMATION

Nationality : Indian

Date of Birth : 30/05/1977

Languages Known : English, Malayalam, Tamil, and Kannada& Hindi

Total Years of experience : Fourteen years of experience

14 years of experience in Operations /Administration. Customer service oriented with a proven ability to provide team-spirited leadership. Focused and profit driven through the maximization of productivity and profits by fostering independent decision making and inspiring others to work at their highest level. Skilled in motivation and communication with employees to enable them to see where they best fit in the company. Articulate and persuasive in dealing with management, peers, staff and diverse clientele. Extremely focused on identifying potential problem areas, minimizing issues along with formulating and executing competent solutions.

PROFESSIONAL PROFILE

A highly motivational personmaintains control over audit procedures to ensure compliance with controls. He assists in evaluating staff’s work performance by helping to prepare and deliver annual reviews. He formulated recommendations and provides feedback to management regarding operational policies and procedures. Who plans and prioritizes work, remains flexible and determined to do what is needed to achieve the required results. He has the ability to work with all levels of internal management and staff as well as outside clients. He monitors customer preferences to determine focus of sales efforts.

* Planning and coordinating initiative motivational schemes
* Able to lead, train, mentor and work in a team. An effective communicator, at all levels.
* Able to effectively work at multiple levels within the organization. Energetic and enthusiastic and have a passion for excellence.

PROFESSIONAL EXPERIENCE

SELI Middle East Construction LLC, Doha, Qatar.

Supervisor-Admin

March2015- August 2016

Profile of Admin Supervisor:

* A leading tunnel boring company having Head Office at Rome, Italy having more than 33 years of working experience globally. In Qatar doing Tunnel Boring for Qatar Metrorail Project.
* Handling all the administrative activities for the company.
* Managing Labors, and other sub-staffs, inter staff co-ordination.
* In charge for Personal Protective Equipment and maintaining various stock reports.
* Co-ordinate with medical and other visa activities with various departments.
* Shift arrangements within entire team and other administrative activities.
* Preparing shift reports and submits to Engineer for approval.
* Reporting to Project Manager.

Finax Consultancy:

Manager

March2014- December 2014

Profile of work as Manager:

* A leading finance and insurance consultancy service at Trivandrum having good customer back up.
* Handling the entire office operations and Administrative activities & managing employees. Ensuring TAT in clearing pending requirements, Policy Issuance Analysis, and Loan disbursal.
* Dealing with mortgage loans and mortgage insurance and life insurance.
* Arranging valuation and disbursement of loans and over draft.
* Ensure resource and operational efficiency to meet the business growth.
* Co-coordinating with land surveyors, values and bank for business development

Also having good relationship with various insurance companies for business and service needs.

MetLife India Insurance Co Ltd,

*BranchOperations Manager*

September 2008 – February 2014

Profile of work as Service Manager:

* Managing Policy logins, Financial /Medical Under writing and Admin activities.
* Handling the entire Branch operation activities & managing the executives. Ensuring TAT in clearing pending requirements, Policy Issuance Analysis, and Processing Claims.
* Ensuring high quality Customer Service and Managing all distributions and operations of Financial Advisor’s recruitment and their coding activities.
* Handling renewals and reinstatement
* Builds effective relationships with individuals in own and other teams. Aligns efforts and collaborates to do 'whatever it takes' to achieve results.
* Maintains accurate and complete information that enables effective planning and decision-making. Shares only appropriate information with relevant others.
* Actively listens/checks understanding. Provides professional and courteous communications and instructions that are focused on achieving the required results for the Customer and Company.
* Ensure resource and operational efficiency to meet the business growth.
* Work on MIS and Reports.
* Daily Reporting to Senior Manager-

ING Vysya Life Insurance Company Ltd.

*Senior Executive –Commercial (Operations)*

(July 2006 – August2008)

Profile of work as Executive Commercial:

* Policy Logins, Financial /Medical Under writing.
* Working with AS 400 – BOSS (Branch Operation Supporting System).
* Handling 5 Branches & managing the executives at these branches.
* Ensuring TAT in clearing ORM’s, Policy Issuance Analysis, and Processing Claims.
* Ensuring high quality Customer Service.
* Branch Coordinator for all department activities, by organizing and inspecting.
* Provide Underwriting Training for the Sales Managers, Advisors & Channel partners on regular basis.
* Ensure resource and operational efficiency to meet the business growth.
* Work on MIS and Reports.
* Daily Reporting to Manager CSD

TATA Motors Finance Ltd

*Sales Coordinator*

(April 2004 - June 2006)

* Establish contact with customers.
* Scrutinize the files for the final approval of the management.

HSBC Trivandrum

*Sales Coordinator*

(December 2001 - March 2004)

Establish contact with customers.

Scrutinize the files for the final approval of the management

ACADEMIC PROFILE

M.A.Degree in sociology (course completed.)

B.A.(Degree in sociology KERALA University).

Computer Proficiency

* Updated online communication
* Practical & theoretical expertise in MS office for Windows,
* Working Knowledge in AS-400

REFFERENCE

On request

DECLARATION

With all my experiences, I have gathered confidence in handling any kind of work assigned to me.  
Looking forward for the best placement, which would provide me better career opportunities and growth in life.

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