**CURRICULUM VITAE**

**SHIBU**

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| **OBJECTIVE:** |

To obtain a position of leadership in an esteemed organization where I would be entrusted with responsibilities which would challenge my skills to the maximum.

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| **Presently working at TIMES RETAIL –Wayanad May 2016** |

**Operation Manager - ( Shopping mall Operations)**

* Mall Operation & Leasing coordination
* Property leasing and Effective Customer service
* Manage over-all operational concerns of the mall including man power management functional management related operations.
* Managing healthy relation among team members also staff on contract.
* Managing customer relationship with customers as well as internal customers ( Mall Partners )
* Foot fall monitoring and maintain the records. Helping out in increasing mall traffic through effective marketing events that will also help create a positive image.
* Tracking on trading by close monitoring the sale in general
* Provide leadership to the technical & operational staff in the Mall to achieve optimum performance & efficiency.
* Distribution of bills and rent / CAM / Energy charges, collection on time. Reports on defaulters with efforts to minimize the delay in payment
* Follow up on shops sale report in regular basis and preparing report of nonperformers to inform management for needed action for improvement on the same or preparing replacement on time.
* Maintain health relation with all relevant government departments for mall functioning.
* Coordination of promotional activities.
* Suggestion and Coordination for all events time to time on all occasional related.
* Suggestion on more spaces for revenue generation.
* Monitoring of regular operations in terms of cleanliness / hygiene / safety
* Coordinating safety and security activities
* Thorough with the SOPs and evacuation plan incase of emergency
* Close monitoring on regular briefing to staff by Security in charge and HK Supervisor to cleaning team.
* Maintain the team spirit and motivational steps among team members.
* Monitoring attendances of staff and maintaining HR policies among staff .
* MIS and other reports needed by Mall Management.

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| **Skills Summary:** |

* A competent professional with 9+yrs of experience in Branch Operations of Banking & Life Insurance industry
* Proficient in MS Office.
* Customer focused and solution oriented
* Good relationship management, communication and interpersonal skills.
* Proven record in Customer Retention management.
* Adept at building client relationship for the long term.
* Committed to growing bottom line revenues while providing the highest level of customer service.
* Willing to adapt to different business environments
* Timely delivery of services.

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| **Areas Of Interest:** |

Mall coordination , Leasing , Operation

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| **PROFESSIONAL EXPERIANCE** |

1. ***Employer: ING Life Insurance Company Ltd, Kollam -Kerala***

Designation: Operation Lead

Duration: Jan 2013 – Dec -14

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| **Key Responsibilities and Tasks:** |

* Underwriting, Branch Operation query request & complaints, Claims and Finance
* Underwriting of fresh proposal forms and confirming whether they meet the underwriting guidelines.
* Review insurance applications to evaluate individuals for insurance and accepts or rejects applications, following establishment underwriting standards.
* Examines such documents as application form, and medical reports to determine degree of risk from such factors as applicant financial standing, age, occupation.
* Fixing up appointments with MediAssist for customers medicals .
* Web token receipting of new business and renewals.
* Decentralized issuance of new business and issue advisor commission cheques at branch level.
* Coordinating the regional work as SPOC regarding pending issuance and other service related requests
* Adherence to the defined time lines with consistent and quality decisions within the defined framework
* Advise and provide support for field staff and agents.
* Supervision of Renewal Retention Runners.
* Development of highly motivated and productive team of retention runners.
* Updation of the daily activities of retention runners to the Regional Retention Managers
* Conducting trainings at branch level regarding new product launch and contests.
* Guiding and updating advisors about the latest branch contests.
* Generation of MIS reports.
* Handling customer queries, service requests and complaints, ensuring quality closure within TAT.
* Branch Imprest - Monitoring and advising Branch Operational Costs.
* Co-ordination of employees’ medical formalities, joining and exit formalities.
* Resolution of various issues related to the employees benefits and maintaining employee database.
* Handling employee grievances and queries through HR Helpdesk and escalating the same to the concerned department/ person.
* Monitoring of full & final settlement of leaving employees.
* Branch Administration

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| **Key Contributions:** |

* Significantly contributed to improving the branch performance in **Customer Retention** thereby making it to achieve Pan South India Top position.
* Recipient of **Certificate of Excellence Award** for Customer Service.
* Played a significant role in **Project Early Connect** – Dummy Advisor activation project by making 15 advisors active.
* Recipient of the various branch level **Renewa**l contests awards.
* Go Goa contest winner -2013

1. ***Employer:* *G4S Qatar ( Qatar National bank)***

**Designation: E- Cash Teller**

**Duration: Nov 2011 – Jan 2013**

Balance Sheet, Stop Payment, Large Cash Transactions , Remittances, Deposit & Withdrawal, Foreign Currency Transaction ,Customer Service , New E- card Issuance , Card refilling ,Card cancellation ,Bulk Cash Balancing ,Cheque posting, etc..

1. ***Employer: Reliance life Insurance Co Ltd***

Designation: Senior Customer Service Executive

Duration: Sep 2007 – Nov 2011

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| **Key Responsibilities and Tasks :** |

* Scrutiny of proposal forms and checking whether the KYC documentation is complete.
* Handling the process of Advisor code generation.
* Vendor Management - Maintaining the complete record of the company’s vendors and keeping track of their accounts..
* Acting as MIS coordinator for the Kerala region.
* Assisting the sales group ensuring that every service goal is met
* Preparation of Branch Reconciliation statement.
* Renewal calling.

**Hotel Rathna Residency Madura**

**Designation : EDP assistant**

**Duration :2004-2006**

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| **Personal Details:** |

**MBA - :ISBM Cochin**

**Educational Qualifications:** Bsc (Year of Passing: 2000),

**Age & Date of Birth :** 34 yrs, 25th March 1980

**Nationality**  : Indian

**Languages Known :** English, Hindi, Malayalam, Tamil,

**Marital Status :** Married

**Hobbies/Interests :** Traveling, Music &Writing

**Availability:**

Current location : Kollam

Notice period : 30 days.

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| **Declaration:** |

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