**CURRICULUM VITAE**

**KAVITA**

**KAVITA.365051@2freemail.com**

**CAREER OBJECTIVE:**

 To obtain to challenging position in an organization that requires highly motivated and creative people. To do my work with loyalty to achieve higher goals and also use my skills to contribute my maximum ideas & efforts towards the organization which I work with.

**PERSONAL STRENGTH:**

* Passion and Dedication for my work
* Proficient in team management, scheduling, training & troubleshooting.
* Hardworking and Positive
* Good at accepting the challenges.

**PROFESSIONAL EXPERIENCE:**

**\*Worked in Gurukripa Systems (Office Assistance)**

**Duration**: March 2003 to February 2004.

**JOB PROFILES:**

* Telemarketing Executive
* Handling Office Activities.

\*Previously worked with **Reliance BPO (P) Ltd.** At Koperkhairane as a CIE (Customer Interaction Executive) in. **WEB HELP DESK.**

Duration: 20th December 2005 to 30th April 2010.

**JOB PROFILE:**

* Handling Town office, customer services, ww exe calls
* Working in customer survey satisfaction team.
* Knowledge of PMS and its benefits.
* Taking E-recharge calls.
* Taking Bal Reverse.
* Taking inbound customer complaint calls.

**\***Currently Working with **SITEL INDIA LTD.**

**FOR (ICICI LOMBARD GENERAL INSURANCE)**

As a **Sr. Customer Service Professional. (Verifier)**

**Duration:** August23rd2010 to till date.

**JOB PROFILE:** As a Sr. CSP (Team Coach)

* Taking outbound calls for welcome calling process
* Verifying customer details.
* Capturing alternate details of customer
* Explain claim process to the customer.
* Giving product training to new agents.
* Giving budding to new agents & coaching them to taking calls.

**JOB PROFILE:** As a Verifier

* Evaluates the sales/renewal calls
* Coaching and giving feedback to the agent
* Helping & assisting to the agent.
* IRDA Certified
* Taking online payments of policy
* Working with outlook
* Audit chat sales & emails & CS calls
* Handle Escalation
* RCA Analyst
* Report published
* Calls retrieval
* Coordination with clients
* Develop and coordinate audit schedules with process areas
* Generate audits reports, share and coordinate results within the organization
* Collect and summarize audit data for metrics and reporting
* Perform follow-up audits for effectiveness
* Represent Quality at program kick off meetings and IPP reviews
* Analyze and maintain trending data and submit reports, as required
* Work with the departments audited to resolve compliance issues, provide recommendation,
* Maintain files generated from each audit.

**JOB PROFILE:** As a QAP.

* Daily call evaluation and sharing timely feedback with the associates.
* Circulating daily product / process related updates with the associates.
* Conducting weekly internal and external call calibration with operations and client respectively.
* Conducting weekly product knowledge test with the associates.
* Publishing weekly quality reports to operations and quality team.
* Publishing monthly Projects to operations and quality team in order to suggest ways to improvise the process.
* Keep in touch with Customers and Processes through taking calls for stipulated amount of time
* Improving performance through interventions.
* Performing training need analysis.
* Motivating associates to achieve their respective targets.

**EDUCATIONAL QUALIFICATIONS:**

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| --- | --- | --- |
| T.Y.B. COM | Mumbai University | Passed |
| H.S.C. | Mumbai Board | 51% |
| S.S.C. | Mumbai Board | 50% |

**ADDITIONAL QUALIFICATION:**

* Knowledge of computers MS-OFFICE
* Knowledge of Typing Speed 30 w.p.m. in English.

**PERSONAL DETAILS:**

Date of Birth : 20th March 1987

Languages Known : English, Hindi, Kannada and Marathi

Marital Status : Single

Hobbies : Travelling, Listening of Soft Music and Watching Cricket

Religion : Hindu - Kannada

Date:

Place: Mumbai

I hereby mention that above information is true and correct to the best of my knowledge.