**Renuka**

Renuka.371726@2freemail.com

**Summary**:

Dedicated Operations Manager, Customer Service Manager and an effective leader who successfully use effective methods to cut the costs, steamline operations, retention and increase the productivity, run the organization smoothly.

**Highlights**:

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| * Strategic Planning
 | * Analytical
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| * Process Improvements
* Negotiations, retention
* Procedure development
* Financial Oversight
 | * Team Building
* System Implementation
* Cost Reduction and Containment
* Manage schedules and deadlines
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**Experience:**

ICICI Lombard General Insurance Co. Ltd.   March, 2007 to September, 2008

**Operations Manager**

Corporate Office, Mumbai, India

* Monitor employee productivity and optimize procedures to reduce the costs.
* Oversaw development and launch additional delivery area routes.
* Plan and coordinate administrative procedures and systems and device ways to streamline processes.
* Organize, supervise other office activities such as recycling, renovations, event planning etc.
* Ensure smooth and adequate information within the company to facilitate other business operations.
* Supervise daily support operations and plan most efficient administrative procedure.
* Took an initiative to analyze the audit feedback and thereby, improve the accuracy and quality of team.
* Increase in productivity by coaching the staff on effective prospecting and lead development strategies.
* Maintaining the data of operations team on daily basis and submit the same to senior manager at the time of month ending.
* Quality checking of the cases and track the reports.
* Held monthly employee meetings to give information, take feedback and provide the updated training.
* Ensured operations adhere operations policies and regulations.
* Co-ordination with the customer for the queries and requests wherein more specification is required.

HDFC Standard Life Insurance Co. Ltd. November, 2008 to August, 2009

**Grievance Redressal Executive**

HUB, Mumbai, India

* Worked for complaints related to policy servicing. Analyze the case and decide course of action.
* Start the case on receipt of the complaint letter from the customer, IRDA or consumer forum.
* The profile required me to solve the customer query through letter.
* Based on that complaint letter, solve the query by good co-ordination with the other branches and departments and colleagues for speedy resolution by coordinating with related departments through mails or by telephone and get revert accordingly.
* Draft a resolution letter accordingly and send the same to client.
* Make calls to clients for further investigations and for some clarifications.
* Always ensured that the client has received complete resolution about his query and request.

Addis Marketing Company December, 2009 to September, 2013

**Customer Service Manager**

Call Centre,

Mumbai, India

* Responsible for responding quickly to all customer requests and ensuring that all staff members make sound decisions based on customer satisfaction.
* In charge of assigning responsibilities, investigating and evaluating complaints and claims, service on requests and occasionally acting as a manager on duty in the absence of other managerial staff.
* Responding to issues such as service inquiries, problem resolution, and retaining accounts.
* Handling customer escalations and all customer relations issues and attending the walk-in customer's and resolving their queries.
* Writing reports, business correspondence and be in charge of running and managing the call center daily smoothly by managing customer’s expectations.
* Schedule and organize shift patterns for other team members to ensure that customers are never left unattended and managed customer service teams, processes, and polices.
* Conducting visual observations of how staff speak to customers and allocating staff resources.
* Preparing daily, weekly, and monthly reports for senior managers.
* Coaching and developing team members in soft skills.
* Assessed the customer service department’s operational performance against set targets.
* Conduct regular review of all call center agents performance and organize training sessions for under performers
* Ensure a safe and harmonious working environment for all other team members and delegate duties to all team members accurately.
* Recruit and train personnel, allocate responsibilities and office space.
* Monitor costs and expenses to assist in budget preparations.
* Oversee facilities services, maintenance activities and tradespersons.

ICICI Bank Call Center July, 2006 to March, 2007

**Phone Banking Officer**

Mumbai, India

* Make calls to the customers and inform them about the training which held by ICICI Bank regarding the shares and other investments plans.
* Provide the customer with address and contact number of the particular place where the training session is held.
* Maintaining the data of calls made to the customer's and presenting the same to the verticals.

IMRB Call Center January 2005 to February 2006

**Phone Banking Officer**

Mumbai, India

* Make calls to the customer and know the customer's satisfaction about the particular four wheeler which is assigned to us by the manager.
* Assigning the customer details to the team i.e. customer's name contact numbers, address.
* Maintaining the data of calls made to the customer's and presenting the same to the vertical.

Sapient Research Services August 2002 to December 2004

DSA of Hindustan Lever & Company

**Translator and Survey Team Leader**

Mumbai, India

* Arrange for the survey to be done
* Translate the forms in English which are filled by the customer in language Hindi,

Marathi or Telugu

* Maintain the data of survey done by the team.
* Maintain the data of the forms which are translated in English.
* Separate the forms product wise and distribute the same to team accordingly.

**Education:**

**SNDT Mumbai University**

Bachelor of Commerce

Master in Organization and Education management

**Personal details:**

* Date of Birth - 10 June, 1983
* Gender- Female
* Marital Status - Married
* Languages Known- English, Hindi, Telugu and Marathi
* Nationality- Indian
* **Proficient in MS Office and Internet**