ABDUL

[ABDUL.283028@2freemail.com](mailto:ABDUL.283028@2freemail.com)

Career Objective

Seeking any suitable placement with your esteemed organization where my skills and expertise can be utilized for the mutual benefit so that I can enhance my knowledge and experience.

Strengths and Skills:-

* Overall 1 and half year experience in Customer Relation Management (CRM), Operation Department Management which is includes managing of medium scales scanning and imaging projects.
* Duties and responsibilities include requirement analysis, providing guidelines to operations teams on improvements and accessing performance and evaluation.
* A good team builder with excellent interpersonal.
* Proficient in Records and Information Management Solutions.

WORK EXPERIENCE – TATA CONSULTANCY SERVICES

Client: HDFC Life Insurance Project Bareilly Branch

Position: Operations Customer Relation

Duration: [January 2015 – February 2016]

Role & Responsibilities:

* Scrutiny of New Business Documentation, Policy Servicing Documentation, Agency Form (Bancca and agency Vertical).
* Handle Cash Counter (Payment Mode Cheque ,DD, Offline Credit Card , Cash Debit Card )
* Solve Customer and Sales Team Queries
* Performing Periodic Quality Reviews
* Process Claims (Death ,Customers Claims)
* This project involved, file scanning and exporting the images to HDFC LIFE PUNE HUB uploading from FTP Software.

EDUCATIONAL QUALIFICATION

* Bachelor of Art Certificate Year of passing 2014
* Higher Secondary Certificate Year of passing 2011
* Secondary School Certificate Year of passing 2009

COMPUTER PROFICIENCY

* A+ PC Technician Certificate from NIIT Institute.
* Infoedge Certificate of Competency in Computing from NIIT Institiute.
* HTML Programming from NIIT Institute.
* Swift Advanced Excel Certificate from NIIT Institute.
* C++ Programming Language Certificate from NIIT Institute.
* ANIIT (Software Engineering) Certificate from NIIT Institute.
* Internet and other major Microsoft applications.
* Windows XP and VISTA, Windows 8 Operating System.

TRAININGS:

* Life Asia (Check Due Date of Premium, Policy Status, Maturity Value and Date, etc.)
* Wonders(All Docs Released and Verifying Customer Signature)
* TEBT Life Line(For Cashier Passed and all Documentation Entry)

Personal Profile:-

Nationality : Indian

Religion : Islam

Gender : Male

Date of Birth : 28 Jul 1993

Marital Status : Single

Languages Known:-

English : Written and Spoken.

Hindi& Urdu : Excellent Written and Spoken

Declaration:-

I do hereby declare that the above furnished details are true to the best of my knowledge and belief.