|  |  |
| --- | --- |
|  |  |
| **Raja**  Professional with experience of overall 7 years in financial analysis and NBFC & life insurance operation. Where I have gained competency in capacity building at branch level, streamlining financial operations and controlling and coordinating the office administrative and Risk assessment, underwriting, life insurance, consumer durable loan, commercial vehicle loan. | Email: [raja-396878@gulfjobseeker.com](mailto:raja-396878@gulfjobseeker.com) |

 **SKILLS**

|  |  |
| --- | --- |
| *Claim Settlements Customer support* | *Business Operation* |
| *Gold loan Cash Handling* | *Branch management* |
| *KYC & MIS CRM & Ms Office* | *Loan servicing & POS* |
| *Daily Operation Office administration* | *Risk Management* |



**WORK EXPERIENCE**

Branch operation executive – from 2018 Nov16 2019

***Key Achievements and Responsibilities***

* Branch administrative, POS (Policy servicing),
* Coordinating sales team and guide to sales team how to reduce the KYC errors in application form and over all underwritingprocess,
* Surrenderretention, Claim settlement process ,Cash Management and banking ,
* Daily Operation and MIS preparation,
* Administrative support and training to branch sales team life insurance underwriting process , issuance supporting, scrutiny all forms as per KYC process.
* Customer service operation (POS, claim settlement, escalatecustomercomplaints.

Exide Life Insurance Company Limited, Customer services executive Since Sep 2016 to 4thJan 2018

***Key Achievements and Responsibilities***

* Branch administrative, POS (Policy servicing),
* Coordinating sales team and guide to sales team how to reduce the KYC errors in application form and over all underwriting process,
* Surrender retention, Claim settlement process ,Cash Management and banking ,
* Daily Operation and MIS preparation,
* Administrative support and training to branch sales team life insurance underwriting process , issuance supporting, scrutiny all forms as per KYC process.
* Customer service operation (POS, claim settlement, escalate customer complaints.

Customer Associate, Bajaj Finance Company Ltd, Palani April 2016 to Sep 2016

***Key Achievements***

* Daily Operation, Loan provide home appliance product
* Ensured customer satisfaction by delivering value added products and service enable
* CBIL score check, repayment source analysis walking customer home appliances loan
* EMI follow-up, Identify fraud and background check loan customer & KYC
* Basic level underwriting processloan, Achievesales target

Branch in charge, Kosamattam fiancé ltd, Madurai June 2013 to April 2016

***Key Achievements***

* Branch Operation, Verify in KYC, Verify and cross check ledger balance and bank reconciliation,
* Motivating customer gold loan, achieve monthly target in gold loan, Cash Management, gold purity test,
* Reporting to regional manager directly Cross check and maintain MIS
* High level cash flow management and gold safety locker key handling
* Identify gold fraud and maintain properly documents all aspects

EDUCATION

MBA (Master of Business administration 2012 )

**Sri Venkateshwara Institute of information technology and Management,**

**Anna University Coimbatore, India.**

**B.COM** (B**achelor of Commerce 2009)**

**Ganesar college of arts and science,**

**Bharathidasan University,**

**Trichy, India.**

**C O N T A C T D E T A I L S**

**Contact details:**

Name: Raja

Married status: Single

Date of birth: 07-07-1988

Date

Place RAJA