

# Nishant Priyadarshi

## Private Address

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**Date of Birth**  
01 March 1980

**Languages**  
English, Hindi

## Professional Summary

9 years experience in Insurance across multiple functions including Customer Service, Operations, Process Excellence and Project Management; Management of end-to-end business, technology & change management projects for the digital channel.

## Knowledge & Skills

- Online Sales & E-Commerce
- Change Management
- Project Management
- Business Processes
- Strategic Alliances
- Leadership Experience

## Work Experience

### Jan 2013- Present

#### **Bharti AXA General Insurance, India**

One of India's fastest growing multi-line general insurers with GWP of USD 310 million. 3rd largest Digital General Insurer in the Country.

#### **Manager – Digital Business Operations and Telesales**

- Establish business processes, defining continuous improvement processes, implementing and training team. Developing/aligning the customer's behaviors and unpinning Customer Satisfaction culture.
- Handling product and process queries and improvements across insurance products.
- Coordinates with different departments, finance, IT, U/w, Ops for fast resolution and corrective measures.
- Part of e-portal optimization and website revamp projects.
- Lead major IT deployments of strategic priorities.
- Project on Cross-selling of GI products from Bharti AXA Life Insurance.
- Project on minimizing the customer complaint through process improvement.
- Plan & establish SOP, internal controls, procedures, MIS, TAT for Policy Issuance for Customer Service, Telesales and Aggregators.
- Conducting process audits as well as suggesting and implementing process improvement related changes within the various functions in the department.
- Handling Business and IT projects aimed at improving the company's Digital presence

### May 2007 – Dec 2012

#### **Reliance General Ins. Co. Ltd.**

India's 7<sup>th</sup> largest private General insurance company with GWP of USD 103 million

#### **Regional Service Manager – Branch Operations**

- Custodian of Policy, endorsements, refunds, complaints for all GI products.
- To define processes for all the undertaken activities. A daily Dashboard to the stakeholders.
- Training team on various processes of bank reconciliation, products and system for smooth business processing.
- Worked on Project -Bad Debt Recovery – It was implemented across the branches in India.

### **Education**

- Post Graduate Programme in Management 2005 - 2007  
Xavier Institute of Social Service, Ranchi, India
- B. Sc (Honors) 1999 - 2004  
B. S. College, Magadh University, India

### **Recent Awards and Accolades**

- AXA Value Awards – Presented for exhibiting Innovation and Teamwork 2014
- Reliance Value Awards – Shining STAR – In managing operational activities 2009 - 2011