

Forum Dodia

Customer Service Manager

Personal Info

Address

A 103, Bhakti Complex, Opp. D Mart, Link Road, Kandarpada, Dahisar (W), Mumbai - 400 068.

Phone

9699650455

E-mail

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Date of Birth

23.03.1987

Linkedin

<https://www.linkedin.com/in/forum-parekh>

Skills

Customer Service

████████████████████

Advance Knowledge of Bridging Customer Needs and Building Customer Experience.

Computer and Technical Skills

████████████████████

Decent Knowledge of MS Excel (Pivot tables, data visualization, v lookups, reporting) Proficient in MS office and outlook (creating and modifying databases, tables, queries and forms, reports)

Selling Skills

████████████████████

Advance Knowledge of Driving Business as a Lead and Encouraging Marketing Abilities to improve Market Turnover.

Operations

████████████████████

Advance Process Adherence Skills, Maintaining the Hygiene and Improvisation of the Business Protocol

Team Handling, Training and Recruitment Skills

████████████████████

Expertise in team Engagement Activities, such as Train and Hire, Mentoring, Developing Employee Interest.

Customer Service & Operations Lead Wizard with over 9 years of experience in creating Customer Experience for an MNC Company. Have Managed to Build my Expertise in Grievance handling at Senior Management Desk, Team Handling at Customer Facing Desk and Branch Operations, Engaged in Training & Development and Recruitment activities for sales, customer service team and advisors.

Experience

Oct 2017
till date

ASSISTANT MANAGER CUSTOMER SERVICE

CMS INFO SYSTEMS PVT LTD - ATM OPERATIONS.

Responsibilities :

- Adhering Service Delivery and ATM Operations Integration.
 - Maintaining Relationship with Atm Companies and Banks.
 - Liaisoning Cash and Reporting Team.
 - Ensuring TAT adherence for Maintenance and Servicing of ATM machine.
 - Supporting Client Companies in closing Bank Audit and Compliance requirements.
- (Additional Responsibilities :Part of Fun Committee and Safety, Environment & Health.)

May 2016
to June 2017

ANALYST AND COMPLIANCE OFFICER

ICICI PRUDENTIAL LIFE INSURANCE CO LTD - SRU DEPARTMENT

Responsibilities:

- Highlighted Customer Insights to various stakeholders of the company for improving customer experience.
- Published MD Dashboard to report weekly and monthly Grievances to IRDAI Regulatory
- Performed Root Cause Analysis and Repeat Analysis of Customer Grievance and sharing necessary feedback with the Grievance Handling Manager.
- Graphed and Supported Public Disclosure and Industry Analysis for Competition INSURANCE.
- Participated in projects of process designs, building new processes, reduction of servicing timelines to improve customer experience.
- Managed Blogs and Other Consumer Helpline Portals.
- Resolved IRDAI and Senior Management Escalations from Desk of PMO, Chairman, Bank, Ombudsmen and other consumer Helplines.

May 2012
to April 2016

BRANCH OPERATIONS INCHARGE

ICICI PRUDENTIAL LIFE INSURANCE CO LTD - BRANCH OPERATIONS TEAM

- LEAD and Mentored the Team of Customer Service Front Desk and Branch Operations for the Branch.
- Supported Sales Underwriting and Operations smoothening the process of issuance of new business, also contributed Service to Sales contributing the Branch Business.
- Managed to Train the Customers Service Team in area of Customer Service and Operational efficiency required at the Branch such as Product and Process knowledge.
- Supported New Location Branch Set up for the Company and Administration related Activities.
- Maintained the positive hygiene on Branch compliance and Audits.
- Created Competency amongst the Front Liners to drive over all KPI's for improving servicing and sales aspects for the Branch.
- Managed to achieve Month on Month amongst Top 3 branch performance.

Nov 2011
to April 2012

BRANCH TRAINER

ICICI PRUDENTIAL LIFE INSURANCE CO LTD -SALES TRAINING TEAM

- Participated in HR induction Programme in Training Delivery for New Joiners of the Company.
- Delivered Trainings for ICICI Bank Employees and Corporate Agents of the Company such as IIFL, SMC, DHFL.
- Have Managed to engage Team of Consultant Training Team to Train Advisor and Generate Business Activities.
- Have been a structured Sales Support to Generate Advisor's, Train them to Drive and engage them in better business proposition.
- To Develop Advisor Engagement Programmes and RNR Activities.
- Support in Product Launches for the Company.

Sept 2008
to Oct 2011

CONSULTANT TRAINER AND RECRUITMENT OFFICER

ICICI PRUDENTIAL LIFE INSURANCE CO LTD - SALES TRAINING TEAM & AGENCY DEVELOPMENT TEAM

- Managed to Recruit 10 Advisor on day 1 joining.
- Delivered Training Programmes on IRDAI and Advisor Induction Programmes.
- Nominated for Bank and Partner Channel Trainings.
- Drive Business amongst the Advisor's and motivate them to focus on Star Club
- Membership of The Advisor Programme of the Company.

EDUCATION DETAILS

- April 2010 **Narsee Manjee Institute of Management University (NMISM), Mumbai**
to April 2012
- 2 years Degree Course Equivalent to MBA Thru Distance Learning.
 - Post Graduation in Human Resource Management with Grade as 1st Class.
- April 2007 **University of Mumbai, Kalina**
to March 2012
- Pursued the Correspondence Course in Bachelor's Degree of Commerce.
 - Subject Specialization in Management.
 - Graduate with Grade B.