Prashant Ramchandra Arolla

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To work with the company which can provide me the better environment for growth and innovative ideas to pursue my skills.



**Summary**

* Over 10 years of accomplished experience in Operations & Quality Insurance & Banking Industry with hand-on experience in **Back-office Operations and Customer Service in Insurance Sector**.
* Currently with Axis Bankas aManagerin Service Quality Departmentfor Retail Banking with key focus on **Complaints Monitoring, Campaigns on Service Metrics to Branches**and**Service Dashboards.**
* A **strong team leader** and motivator, fostering an atmosphere that encourages talented individuals to balance skills with maximum productivity with planning, execution and interpersonal skills.
* **Highlyanalytical** and detail oriented in approach with strong ability to adapt.
* Received multiple **awards** from senior management for various initiatives and achievements in Birla Sun Life Insurance Co. Ltd.



Areas of Exposure

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| Back office Operations | Customer Service | Quality |
| Vendor Management | Document Management | Analytic & MIS |
| Team Management | Promotion & Campaigns | Communication Management |



**Occupational Contour**

April’14 totill date - **AXIS Bank **

Current Position: - Manager – Customer Experience in Retail Banking

Profile:

* Providing **in-sight Dashboard**to top management on key metrics and results of all retail products and channels; including designing new dashboards as per requirement.
* **Complaints Monitoring** through Root-Cause analysis (RCA) and reporting & recommending to top management for improvements in Process/Systems.
* **TAT Reduction** through fixing the process / system gaps & follow-ups with teams.
* **Strategic** inputs and initiatives on overall customer service and quality.
* **Campaigns** to Branches and Ops team on Service Metrics via Rewards &Recognitions.
* Periodic reconciliations to keep in sync the database.
* Maintaining Quality score for **Electronic Banking**.

Aug’05toApril ’14 - **Birla Sun Life Insurance Co. Ltd. **

Position: -Senior Executive- Team Leader in Policy Administration Department

Profile:

* **Headingthe**Alternate payment options team and Customer Queries team; along with managing the day to day operations like TAT, Accuracy and Productivity within the teams.
* **Engagedin** adopting newer payment options and promoting its usage.
* **Conceptualizing and Driving initiatives** on changing customer behavior through increased usage of Self Service on Online/Digital platform.
* **Maintenance of** Website including conceptualizing of new ideas and determining feasibility in the Customer section.
* **Managing**Go Green and Contactibility initiatives.
* **Engagementin** education series to customers and advisors through improvements and changes on the touch-points; including Website.
* **Improvingpersistency** of Citibank sourced Standing Instruction policies; including periodic reconciliation, follow-up for requirements.

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| Nov ’04 – Jul’05 - Sify Corp Pvt. Ltd.  Position: - Office Executive.  Profile: -Record-keeping of huge database and providing daily sales report and other MIS reports as required. | May ’04 – Oct’04 - Infoton Systems Pvt. Ltd.  Position: - Office Executive.  Profile: - Record-keeping of client database at Vendors’ site. |



**Other Functional Strengths**

**Team Management:** Developing, motivating and guiding team and individual towards successful outcomes and attainment of business objectives. Training team members and new recruits to take up responsibilities and inculcate strong focus on compliance of policies & regulations and internal controls.

**Campaign Management:** Conceptualize and Drive campaigns for promoting payment options, Go Green and Self Service on Online/Digital platform.

**Customer Service:** Managing customer concerns & complaints and undertaking steps for effectively resolving them.



**Educational Credentials**

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| LLB, Mar’14 from New Law College,  Mumbai University | |
| PGDBA (Operations Management), Dec ’11 Post Graduation Diploma in Operations from Welingkar Institute with 1st class. | Bachelor of Commerce, Mar ‘03  Lala Lajpatrai College  Mumbai University with 1st class. |

Other Certifications:

* MS-Office and basic computer fundamentals certification.
* Certification in EXIM Management.
* Six Sigma Yellow Belt Certification.
* Advance Excel Certification.



**Achievements**

* Nominated in the year 2013 for **Aditya Birla Financial Service Group (ABFSG)awardsin the ‘Young Innovative Leader’ category.**
* Selected in the team of **ABFSG**for **Website evaluationproject**in the year 2013.
* Selected as core team member in the year 2012 for **Digital Strategy**for self-service promotion through Online under direct supervision from CEO’s office.
* **Six Sigma Yellow Belt Certification** in the Year 2010 for completing 2 cost saving projects in less than 2 months.
* Awarded with the ‘**On the Spot**’ Award for Valuable Contribution on the Job in July 2009 forspearheadingthe smooth transition/outsourcing of the Notices printing and dispatch.



**Personal Information**

Date of Birth: 30th October 1982

Hobbies: Cycling, Listening Music, Travelling

Languages: English, Hindi, Marathi & Telugu

Marital Status: Married

Permanent Address: BDD Block no 90/50, Worli, Mumbai-400018

References: Available on request