

RAJENDRA DHANRAJ

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SUMMARY OF QUALIFICATIONS

- Strong communication, organization and multi-tasking skills displayed with great initiative, performing independently and as a contributing member of any team.
- Practice great discretion and uphold privacy policies while handling confidential customer information.
- Dedicated self-motivated individual, with a proven record of achievement in meeting and exceeding customer and employer expectations.
- Excellent interpersonal and self-motivating skills with a strong ability to learn at a fast pace, willingness to be a team leader and proactively create positive work environment.
- Strong administrative, time management, conflict resolution and leadership skills with the resourcefulness to adapt to changes.

EDUCATION

University of Ontario Institute of Technology

Honours Bachelor of Commerce

- Major in Finance and Minor in Marketing

Canadian Securities Institute

- Investment Funds in Canada (IFIC)

Caspian Technology

Quality Assurance - Software

University of Toronto

- Full-Stack Web Development

WORK EXPERIENCE

TD Insurance – Analyst II, Residential | February 2018 – Present

- Expedite client contact, explain coverage's, rights, obligations, claims presentation and processing, accordance with TD's Residential Policies and Procedures.
- Provide agile coaching, facilitation and team guidance to enable two way communication and feedback with internal and external shareholders and senior leadership.
- Review and approve project scopes and communicate expectations clearly.
- Provide business strategy and plans are delivered in compliance with KPI's.
- Participate and contribute to process improvement processes.
- Complete investigations and assessment of loss to confirm validity, assign specialists as needed.
- Negotiates and settles claims within authority level and requests authorization where necessary.
- Assists and cooperates with colleagues during peak periods, vacation times and catastrophe situations, while maintaining personal work load.
- Handle team escalations.
- Strategic influencing and relationship building.
- Follows up with clients to ensure timely and accurate submission of documentation.
- Actively seeks new information, interpretations and techniques to ensure knowledge is current.
- Participates in the development of departmental procedures and directives.
- Diligent processing of claims, efficient response to calls, messages mail and invoices in accordance with claims service standards.
- Understand and execute legendary service index program and initiatives.

TD Insurance – Analyst, Western Auto PD| February 2017 – February 2018

- Expedite client contact, explain coverage's, rights, obligations, claims presentation and processing, accordance with TD's Automobile Policies and Procedures.
- Deliver legendary customer service.
- Negotiates and settles claims within authority level and requests authorization where necessary.
- Assists and cooperates with colleagues during peak periods, vacation times and catastrophe situations, while maintaining personal work load.
- Maximizes accessibility by taking a fair share of calls.
- Follows up with clients to ensure timely and accurate submission of documentation.
- Actively seeks new information, interpretations and techniques to ensure knowledge is current.
- Participates in the development of departmental procedures and directives.
- Diligent processing of claims, efficient response to calls, messages mail and invoices in accordance with claims service standards.
- Understand and execute LEI program and initiatives.
- Active team player on the queue assisting colleagues move claims forward, addressing customer inquiries and contributing to the claims experience.

TD Canada Trust – Financial Service Representative | December 2012 – February 2017

- Provided exceptional customer service through active listening, understanding and responded to individual customer requirements.
- Drive results through creation of marketing campaigns, recognition programs and assessment surveys.
- Provide business strategies and plans are delivered in compliance with Anti-Money Laundering and Anti-Terrorist Financing and Sanctions Policy and Controls.
- Handled customer escalations.
- Coached and developed frontline staff on sales and customer experience best practices.
- Contributed to branch objective for operational excellence by adhering to credit compliance, audit, mutual fund compliance, and non-credit losses.
- Review of legal documents, (First Canadian Title Insurance).
- Knowledge and compliance of Bank and Industry codes of conduct, laws and regulations.
- Create a legendary customer experience at every interaction and look for ways to contribute to the ongoing improvement of the overall branch customer experience.
- Provided exceptional customer service through active listening, understanding and responded to individual customer requirements.
- Responsible for opening new accounts, equity loans, mortgages, investment advice, promotion of all TD products and services.
- Understood customers' banking needs and provided appropriate financial solutions.
- Gathered information from customers to identify root causes of customer dissatisfaction and determined appropriate course of action.
- Adherence to all financial service compliance measures for all products.
- Met or exceeded individual and team-based business goals.
- Conducted OPC Bill payment and Debit card investigations.

TD Canada Trust – Customer Service Representative | October 2010 – December 2012

- Create a legendary customer experience at every interaction and look for ways to contribute to the ongoing improvement of the overall branch customer experience.
- Complete financial transactions such as bill payments, deposits, withdrawals, and other account transactions for customers in an accurate and efficient manner.
- Successfully conduct all duties as a Secure Desk Operator.
- Ensure necessary due diligence is taken to support accuracy of customer transactions.
- Provide banking advice and solutions to customer inquiries, while promoting TD Financial Products such as: accounts, basic and seasonal investments, loans, insurance and other services.
- Identify opportunities to better accommodate customers' unique banking needs and recognize potential referrals.
- Conduct bill payment investigations.
- Ensure necessary due diligence is taken to support the accuracy of all customer transactions.
- Ongoing promotion of TD's convenient banking methods and services: Easyweb, ATM, Telephone, Mobile Deposit, and TD My Spend.

Walking Mobility Clinics – | Sept 2008 – November 2012

- Assisted in the manufacturing of foot orthotics and footwear.
- Assisted in the maintenance of inventory, prioritizing work flow, monitoring schedules, record keeping and filing.
- Initialized and processed customer insurance claims for products and services.
- Was required to learn and operate specialized computer programs to operate CAD-CAM mills used in the manufacturing of foot orthotics
- Assisted in selling and locating proper footwear for patients and customers according to their needs and requirements.
- Sold additional orthotics and shoes to patients and customers.

REFERENCES AVAILBLE UPON REQUEST