

# Resume

Harish N  
# 05, 1 st main  
Opp Balaji clinic, Battarahalli  
Bangalore -560049

Date: / /  
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## Objective:

Intend to build a career with leading corporate of hit-tech environment with committed & dedicated people, which will help me to explore my knowledge and realize my potential. I am willing to work as a key player in challenging & creative environment.

## Educational Qualification:

Course	University/ Board	Year of completion
B.sc. (PCM)	Bangalore University	2006
II P.U.C.,	Govt junior college	2003
S.S.L.C.,	Seventh day school	2000

Additional Qualification: Diploma in Basics Computers, Internet.

## Work Experiences:

B SC graduate with 4 years of working experience in insurance Sector & 4 years experience in Banking Sector

### **ABILITIES**

- Self motivated Personality.
- Team building and leadership qualities.
- Learning Skills with continuous improvement.
- Good presentation ability.
- Analytical and Logical Potential.
- Interpersonal Skills.
- Hard working with Commitment and confidence

## EXPERIENCE SUMMARY

### **1. Worked for Allsec in TATA-AIG INSURANCE PROCESS for 4 Yrs**

- Calling customer and reminding him on his payment due date
- Collecting the premium amount through IVR bill desk
- And giving the better policy offer as per his needs
- Managing Team of 25 Members
- Cross selling of insurance by generating a New Leads

2. Standard Chartered Bank\ Scope International Pvt Ltd:  
Senior Customer Care Associate (12<sup>th</sup> July 2010 to till 1<sup>st</sup> April 2013)  
Senior Analyst – SOPS (1st April till 30<sup>th</sup> September 2014)  
Specialist CRU – SOPS (1<sup>st</sup> October 2014 to till date)

- Part of R & R Team and rewarding the performers in the organization for excellent customer service
- Co-ordinating with the other department heads to maintain the committed TAT in respect of customer service issue and customer related queries
- Maintaining SLA as per business requirement
- Identifying the process gaps and taking process change initiative
- Creating Roster and Manpower allocation
- Handling escalated queries and complains of customer and providing one-time resolutions or escalating those issues to relevant places or person
- Mentoring and coaching team members for overall performance improvement
- Handling Senior Management and RBI escalated cases
- Performing quality checks on complaint follow-up's and sharing feedback
- Effectively resolve banking issues of customers through calls and correspondence.
- Closing all queries received with defined time frames

#### Responsibilities

- Generating daily productivity and sales reports for in-depth analysis.
- Taking care of rejects ,hold and Decline cases
- Giving right solutions to customer complaints
- Productive work as per my BAU

#### Achievements

- Consistently reaching targets.
- Received appreciation from senior managers.
- Resolving customer issue
- Getting appreciations from customer
- Awarded with several awards as a best performer for month and in 2011 awarded as a best employee of the year



**Personal Details:-**

**Name: Harish N**

**Fathers Name: Nagaraj M**

**Date of Birth: 14-11-1984**

**Gender: Male**

**Nationality: Indian**

**Marital Status: Married**

**Hobbies: Listening to Music & Dance**

**Languages Known: Kannada, English, and Telugu & Hindi**

**Declaration**

**I declare that the above furnished details are very true to my knowledge.**

**(HARISH N)**