

# RESUME

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## ATUL MAHAJAN

H.NO- 193, TIBBA BAZAR

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### Carrer Objective

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To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self development and help me achieve personal as well as organization goals.

### Career Overview

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- ⇔ Presently Working as **Branch Service Office with Reliance Life Insurance Co. Ltd at BATALA.**
  - ⇔ **8 years** of experience in database and office administration, Business Development in education and Finance/Insurance Industry.
  - ⇔ Experience in sales & operations with proven abilities in accelerating growth and generating customer satisfaction levels.
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### Career Highlights

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- ⇔ **I joined in month of July 2007 as Customer Care Executive and then in Oct 2008, I got promotion and redesignated as Senior Customer Care Executive and now redesignated as BSO (Branch Service Office)**
- ⇔ **Win Best Customer Care Executive award in the month of Oct 2008.**
- ⇔ **Win “BEST OF BEST OPERATIONS CONTEST” in pan India with minimum data entry errors**
- ⇔ **Win “JUNOON-E-PERSISTENCY CONTEST” for collection of renewal.**
- ⇔ **Certificate of appreciation for first & second quarter 2010-11**
- ⇔ **Win “LOHRI DHAMAKA & MARCH MAGIC-2 CONTEST”for renewal collection.**
- ⇔ **Top performer in Category 1 for “ CFR CLOUSER CONTEST”**

#### **Job Responsibilities includes:**

- ❖ Ensuring statutory compliance with respect to all aspects
- ❖ Customer service & complaint management on a day to day basis
- ❖ Follow up on CFR 's (Call for requirement)
- ❖ Ensuring proposal is complete in all respect

- ❖ Timely login of proposal & dispatch to H.O
  - ❖ Ensuring quality score is more than or equal to 98%
  - ❖ Support the sales and distribution team with regards to coordination with H.O for CFR resolution
  - ❖ Maintaining of brochures, proposals, STP stationary.
  - ❖ Joining & exit formalities
  - ❖ training & commission disbursement
  - ❖ Premium Collection and Updation process
  - ❖ Quality of Incoming proposal Forms
  - ❖ BPMS Process adherence
  - ❖ Proposal Login, Contract Creation and dispatch to HO.
  - ❖ Managing the Advisor Licensing Process
  - ❖ Scrutiny of Advisors application form, coordination for IRDA and other.
  - ❖ Underwriting of the Proposal form.
  - ❖ Adherence to Banking & Cash Management process
  - ❖ Adherence to Branch Expenses Management process
  - ❖ Office Administration.
  - ❖ Prepare and maintain all MIS reports.
  - ❖ Policy issuance in Life Asia.
  - ❖ Office Administration.
  - ❖ Collection of renewal by tele-calling.
  - ❖ Handling petty cash for Branch.
- **Worked as Customer Care Executive at HUTCH (GLOBAL MARKETING LTD.) August, 2005 to March 2007.**
  - **Worked as a Customer Executive with APTECH COMPUTER EDUCATION at Batala for the period of April, 2003 to July 2005.**

## ***Hobbies***

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*Listen Music & playing Games*

## ***Personal Profile***

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**Father's Name** : Mr. Tirath Ram  
**Date of Birth** : 16th November, 1979  
**Languages Known** : English, Hindi & Punjabi  
**Marital Status** : Married  
**Sex** : Male

## ***Educational Qualification***

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- ❖ M.Com from H.P. university Shimla in 2004
- ❖ B.Com from G.N.D.U. Amritsar in 2002
- ❖ One year Diploma in computer basics & hardware from Aptech (Batala)

## ***Computer Literacy***

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**Ms-Office** : - Word, Excel, Power-point, Access,  
**Operating System** : - DOS, Windows X,  
**Accounting Package** : - Tally.  
**Languages Known** : - C++, Java Application. HTML, DHTML.

**REFERENCES AVAILABLE IF REQUIRED.**

**(ATUL MAHAJAN)**