***Darshana Shaha* – *Tornekar***

M-9820 093 451 Resi: 022 2583 71 96 Email: [darshanartornekar@gmail.com](mailto:darshanartornekar@gmail.com)

**Professional Objective**

I want to achieve a position that will offer increased responsibility & help in my professional growth.

**Professional Experience**

## Capita India Private Ltd (Process: Prudential) 24 Nov 08 to 1 Jul 15 Senior Executive- Insurance

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* Dealing with all kind of queries, service requests & complaints for Prudential policyholders
* Solving the customer queries in the best possible way to enhance the customer experience
* Ensuring that the requests are understood & dealt correctly within the turnaround time
* Assessing & Addressing customer complaints as quickly as possible, Analysis of complaints data to identify the reasons so that measures could be taken to prevent similar complaints
* Maintaining & updating customer records
* Recommend company products/services to policyholders for sales /customer retention
* Process map reviews, process improvements for the gaps indentified & to simplify/standardize the process
* Driven Process/Quality/Productivity improvements drives for the team
* Conduct team meets to share process updates, best practices & discuss improvement ideas

**ICICI Bank Ltd 26 Jul 07 to 20 Nov 08**

Phone Banking Officer (S1)

* Correspondence with Resident & Non Resident customers on calls
* Handled cheque deposit, stop, transactions, DD, FD, RD, Internet banking, Mobile banking & other Product & features queries for Saving, Salary Accounts, Private banking customers
* Cross Selling – Informing the existing customers about other products of bank & taking leads for different types of Saving accounts, Current accounts & loans.
* Selling & taking requests on phone for new fixed deposit & recurring deposit
* Handled queries of other staffs & senior management escalation calls, provided consultancy for process queries- Informing the call handlers about change in product & services on timely basis
* Driven resolution of customer complaints, best practice sharing & idea generation
* Resolving all complaints received (self, branch, other units) within the stipulated TAT’s
* Conducted daily huddle meetings for the team in absence of team leader – served as back up Team leader
* Prepared reports to the team manager - (Changes required in process or system for First call resolutions), Given ideas which helped in simplifying the process in the team
* Follow up with customer to provide First Call resolution & ensure complaint prevention & customer retention

**Educational Qualification**

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| --- | --- | --- | --- |
| **Exam** | **Board/ University** | Year of Passing |  |
| S.S.C. | Mumbai | March 2002 |  |
| H.S.C | Mumbai | March 2004 |  |
| T.Y.B. Sc. (Mathematics ) | Mumbai | March 2007 |  |
| M. B. A – Finance | Southern New Hampshire University | May 2013 |  |

**Trainings & Workshops Attended**

* Attended Personality Development Programs & Team Bonding sessions
* Email Etiquette training , Telephone Etiquette training

**Computer & Other Skills**

* Well versed with MS Office tools
* Fast Learner
* Excellent Communication

**Personal Details**

Name: Darshana Shaha - Tornekar

Address: 405, Satyawas, Samarth CHS, Lokmanya Nagar, Thane 400606

Date of Birth: December 5th, 1986

Marital Status: Married

Languages Known: English, Hindi, & Marathi

Hobbies: Trekking, Hiking, Rock Climbing

**Extra Curricular Activities**

* Have completed 3 years of NCC NAVY - Won awards for boat pulling in National Camp (Goa)
* Completed rock climbing basic & advanced course in December 2013
* Diploma in Experiential Learning & Practice

Darshana Shaha - Tornekar