###### Pooja Sehgal

#2936, Housing Board Colony,Huda,Sec-17,Jagadhri, Distt Yamunanagar

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Date of Birth: 22/ 03/ 1985; Languages: English, Hindi, Punjabi

# CAREER OBJECTIVE

To associate myself with an organization that provide me an opportunity to show my talent, interest ,extensive professional knowledge, experience and expertise to the optimum level facilitating career growth and lead a team that works dynamically to achieve the organization objective.

# EXPERIENCE SUMMARY

* **6.5 years** of experience in the field of **Life Insurance** domain.
* Hands on experience of softwares like **Life-Asia, Wonders, Mint, ATLAS, Consultant Corner, Pepper,Omni Docs & SAP.**

# LATEST PROFILE

* Worked as Junior **Associate-Operations** based at **SUD LIFE INSURANCE CO. LTD** in **Karnal** Branch taken care of Agency Channel.
* Functional Expertise in operations within the insurance domain
* Support to channel partner and focus on business persistency with 100% achievement MOM & Customer Servicing.

# INSURANCE EXPERIENCE

* **6.5 yrs.** of hands on experience in Life Insurance Domain.
* Hands on experience in Persistency Drives.
* Responsible for Audit and Legal Compliance.
* Petty Cash Accounting and Vendor Management with Expertise of “SAP” Usage.
* Co-ordination for claims and refunds
* Customer Service and Retention, Repurchase
* Training to operations, sales, outsourced staff.
* Strategic planning for CSAT Customer Satisfaction survey
* Quality Strategy for 5’s and Six Sigma.
* Ensure 100% Statutory and HR compliance of the branches
* New Business Development and Financial Reconciliation.
* Lead Generation & conversion of New Business acquisition.
* Servicing of clients pertaining to Bank Assurance Channel and Agency Channel

PROFESSIONAL EXPERIENCE

* Workedin **Star Union Dai-Itchi Life Insurance Co. Ltd, Karnal as Associate-Customer Relations** from **14-06-2013 to 5 April 2014.**
* Worked as Senior Associate-Customer Relations in HDFC Life Karnal from May-12-Jun ‘13.
* Worked as Branch Operations Officer in HDFC Life, Karnal from Sept’09- May-12.
* Worked as Officer Branch Accounts in HDFC Life, Karnal from Nov-08- Sept’09
* Worked as Branch Distributions Operations in Bharti Axa Life Insurance co. Ltd, Yamunanagar from June ’08- Nov ‘08.
* Worked as Branch Ops & Spoke Supervisor ICICI PRUDENTIAL LIFE Insurance Co. Ltd, Yamunanagar(Working on the Rolles of Sinbak Consultants Pvt. Ltd,Delhi) from July ‘07 -June ‘08.

# PROFESSIONAL QUALIFICATION

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| --- | --- | --- | --- |
| Graduation | College/University | Year of Passing | Percentage |
| **10th**  **10+2**  **Bcom**  MBA | St. Thomas School,Jagadhri affiliated to ICSE New Delhi Post graduate diploma in Customer Relationship St. Thomas School,Jagadhri affiliated to ICSE New Delhi  Maharaja Aggrasain Mahavidyalaya affiliated to *Kurukshetra University, Kurukshetra*  *MBA in HR from MDU Rohtak* | 2001  2003  2006  2014 | 58 %  70%  56%  62% |

# PERSONAL PROFILE

Marital Status-Single

Date of Birth -22 March 1985

# ACCOMPLISHMENTS in HDFC LIFE

* + Joined the Location as **BRANCH ACCOUNTS OFFICER** in NOV 2008 **& elevated as BRANCH OPERATIONS OFFICER in Sept’09 .**
  + Further Elevated as **Senior Associate Customer Relations** in **May’12**.
  + Generated **1 MDRT** in Calendar year 2011-2012 as Lead Generation was one of the KRA.
  + **Won the certificates** of Various contests namely Tejas in different months ,Month on month for various LG(counter sale) drives at regional level.

# Professional Development

* + **Headed for Surprise Audits** for 5 different branches namely Ambala,Kurukshetra,Panipat,Yamunanagar and Karnal being a Branch Accounts Officer.
  + **Responsible for Cross Audits** for Various branches of South India being a Branch Operations Officer..
  + **Headed the Training sessions** for Underwriting Guidelines and AML guidelines of Branch Employees pertaining to Insurance Sector..in 2012 and 2013 in HDFC Life Insurance Co. Ltd.
  + **Headed the training sessions for 5S audits** for branch in 2013 and management of same at Branch level.
  + **Headed the Training sessions** for Underwriting Guidelines and AML guidelines of Branch Employees pertaining to Insurance Sector..in 2014 in SUD Life Insurance Co. Ltd..

# ADDRESS CORRESPONDANCE

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# AUTHORIZED SIGNATURE

Pooja Sehgal

Yamunanagar