##### CV - SUMIT BOSE Cell No :- +91 9830424522

**~ CUSTOMER/VENDOR SERVICE ~ OPERATIONS ~ Business MIS ~ PROCESS MANAGEMENT**

**Industry Preference: Insurance / Banking**

**Professional Synopsis**

* A competent professional with over **9+ years’** total experience in Customer Service and Operations in the Banking / Insurance industry.
* Currently associated with **SREI EQUIPMENT FINANCE LIMITED (SREI BNP PARIBAS)**
* Proficient at managing & running successful operations & experience of developing procedures, service standards for achieving business excellence.
* Deftness in monitoring delivery of high-quality customer vise-e-vise Vendor experience, elevating quality of satisfaction by adhering proper coordination with Accounts Team, with effective resolution of escalations within turnaround time.

**Organizational Scan**

**SREI EQUIPMENT FINANCE LTD. Since Feb’13**

**Asst. Manager – H.O. Operation**

**Accountabilities:-**

* HO Operations, Customer Service & Branch Deliverables
* Vendor Management – including 64VB Compliance
* Working in sync with Accounts Team for improving the performance of Team Insurance

##### Achievements

##### Direct Contribution of Rs. 1 Mn. to P/L Account by way of resolution of COI cancellation refunds for the financial year 14-15.

##### Comprehensive CD reconciliation with vendors - NIL difference

##### Transfer & Integration of Insurance expense over online module.

**MAGMA Group Aug’07 to Feb’13**

**Sr. Executive – H.O. Claims**

**Accountabilities:-**

* Ensure to compress the entire end-to-end Claim Service within the targeted TAT as per the Corporate guideline and to analyze the Claim Performance Curve both in terms of TAT & Pending Claim cases
* Review of pan-India pending claim with Insurance service provider having corporate tie-up with MFL
* Coordination with pan India Claim Team in the event of Claim & ensure to minimize further loss
* Handling entire claim related issues of the customer and rendering support to the customer over Claim Formalities.

**Other assignments in brief**

**TATA – AIG LIFE INSURANCE CO. LTD. Mar’07 to Aug’07**

Support Executive **-** Alternate Channel Sales (KARVY STOCK BROKING LTD.)

* Providing extensive support to the sales team of Karvy.

**ICICI LOMBARD GIC LTD Oct’06 to Mar’07**

Associate **–** Bankassurance Channel Sales (ICICI BANK).

* Direct interaction with Bank’s customers & ensuring that the product is acceptable at their end.
* Proper co-ordination with the INS Department of the ICICI Bank to sell the product.

**Skillset & Expertise**

**Customer / Vendor Service**

* Initiating and sustaining efforts for improving overall Customer Satisfaction by identifying & conducting consultation sessions for customers.
* Sustaining healthy relations with Vendors, providing support over effective business conversion.
* Supervising Query Management involving addressing all escalations and resolving them within the specified Turnaround Time (TAT).

**Operations Management**

* Maintaining high discipline and norm adherence, coordinating with superiors for cross trainees and suggestions to improve operational efficiency.
* Strategic inputs over process control & ensuring end to end complaint resolution.

**Process Transition/ Enhancement**

* Setting up, stabilizing processes and ensuring smooth commencement of operations.
* Monitoring overall Operation and implementing adequate measures to maximize completion of 64VB Compliance.
* Planning targets, monitoring CD reconciliation, business inflow reconciliation with Account Department on monthly basis in adherence to the pre-set standards.

**Business MIS**

* Maintaining Business Dashboard (Vertical-wise) on Monthly basis as against the annual Budgeted along with assessment and comparison of collection rate % of each Vertical w.r.t. previous year
* Manufacturer wise Insurance penetration against total Disbursement

**Academia**

##### M. Sc. from Presidency College in the Year 2006 – Applied Economics

##### B. Sc. (H) from Scottish Church College in the year 2004 – Economics

##### Schooling from The Scottish Church Collegiate School in the year 2001 – Science

**Personal Snippets**

* Date of Birth: 15th May, 1982
* City of Residence: Kolkata
* Locational Preference: Open (Anywhere in India)
* **EMAIL-** [**sumitbose\_2005@yahoo.co.in**](mailto:sumitbose_2005@yahoo.co.in)

Date: Signature