**Ushinor Sengupta**

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**Professional Preface**

* **London Business Transition –** Travelledto **London** and **transitioned** a new domain of business **Marriott Compliance Tracking** for **Gallagher Service Centre, LLP** in December 2017.
* Virtually managing a team for **Aerospace** and **EOC** – Evidence of cover on the work front.
* Sound knowledge of **Lloyds Insurance Market**. **and understanding of Insurance business.**
* A highly accomplished & result oriented professional with **over 7 years** of rich & extensive experience in spearheading Business Process Operations.
* **Currently associated** with **Gallagher Service Centre LLP., Pune** as **Sr Quality Analyst**
* Previously Associated with **IBM International Pvt** Ltd as**. Customer Service Executive**
* Conversant in managing & leading teams for running successful operations, knowledge transfer, develop strategic plans, procedures & service standards for operational excellence.
* Able to motivate and lead others in a team environment. Able to prioritise tasks and workloads in order of importance. Track record of delivering results with deadlines.
* Rich experience in Operations Management, Quality Assurance, Process Management and Team Management.
* Excellent communication skills, both written and verbal. Deft in building rapport and trust quickly with everyone.
* Deep domain knowledge and expertise in Customer Service / Customer experience, sound knowledge of client requirement Property & Casualty Insurance Operations of both US and UK Market.
* Excellent communication skills, both written and verbal. Deft in building rapport and trust quickly with everyone.

**Areas of Expertise**

**Strategic Planning & Management**

**Project & Resource Management**

**Data Analysis**

**Process & Operations Management**

**Quality Control**

**Customer Service**

**Relationship Management**

**Training & Development**

**Team Management**

* Working towards process improvement, identifying and implementing adequate measures to maximise customer satisfaction level. Managing teams with focus on excelling business targets & service delivery metrics.
* Managing customer service operations inclusive of conceptualising & implementing short / long term plans.
* Assessing customer feedback, evaluating areas of improvements & providing critical feedback. Reviewing & monitoring daily / weekly performance quality.
* Managing Production, Crisis Management and Resource.
* Ensuring delivery of the process as per agreed SLAs and revenue targets.
* Monitoring the day to day handling of teams, maintaining statistics to ensure efficiency in process operations and meeting of individual & group targets.
* Conducting suitable training programs to enhance their operational efficiency leading to increased productivity.

**Professional Experience**

**Gallagher Service centre LLP, Pune as**

**Process Associate - August 2013 to Dec 2015.**

**Process Analyst – Jan 2016 to Dec 2016.**

**Senior Process Analyst – Jan 2017 to Sept 2019**

**Senior Quality Analyst – Sept 2019 till date**

*Key Deliverables*

**London Business Transition – Marriott Compliance Tracking**

* Working for **Alesco** (Property & Casualty), managing end to end cycle of Marriott Compliance tracking for 1700 Marriott properties worldwide and other Marriott owned brands like Starwood, Ritz Carlton, and Fairfield Luxury Collections.
* Onshore from 10th November 2017 to 17th December 2017- Acquired Training from Marriott Risk Manager Europe and Marriott Risk Manager North America.
* Sound knowledge of **Lloyds Insurance Market**. Visited Lloyds Market London
* Successfully transitioned complete working model from UK to India. Overcame challenges to achieve BAU
* Liaising with Director of Finance of individual property on a daily basis and Marriott Risk manager of the particular continent from time to time. Co coordinating between colleagues both onshore and offshore.
* Requesting insurance documents placed locally, comparing locally placed insurance with Marriott requirements as per management agreement, If non compliant as per our finding see it through till the time property become compliant.
* Upselling **HOOP** – Hotel Operator and Property Owners insurance
* **HOOP** - Specifically created and customised for Hotel industry post analysing the short fall of locally placed hotel insurances.
* Maintaining Feedback Tracker and ensuring corrective action.
* Conducting RCA session, calibration, error discussion.
* Pareto analysis, Fishbone session.
* Quality reports internal external quality discussion
* Identifying process gaps & improvement areas and implementing adequate measures to maximize and sustain quality levels.
* Conducting process knowledge test on monthly basis for all the teams.
* Identifying training needs of existing employees and preparing a development plan to meet the individual and team SLA.
* Calculating Defect and Defective percentage for the team.

**Aerospace Business Transition – JLT Mumbai to GSC Pune (Mumbai Sept 2019 to October 2019)**

* Onshore from 11th September 2019 to 7th October 2019- Acquired knowledge from Transitionleads at JLT pertaining to Broker file compliance audits and Transactional audits.
* Sound knowledge of Aerospace broking framework. (Pre and post inception of insurance policy)
* Successfully transitioned complete working model from Mumbai JLT to Pune GSC office. Overcame challenges to achieve BAU
* Liaising with Aerospace Brokers and Aerospace leads on a daily basis to Co coordinating between colleagues both onshore and offshore.
* Keeping up to date with the ever-evolving Aerospace Insurance Market.
* Maintaining Feedback Tracker and ensuring corrective action.
* Conducting RCA session, calibration, error discussion.
* Pareto analysis, Fishbone session.
* Quality reports internal external quality discussion
* Identifying process gaps & improvement areas and implementing adequate measures to maximize and sustain quality levels.
* Conducting process knowledge test on monthly basis for all the teams.
* Identifying training needs of existing employees and preparing a development plan to meet the individual and team SLA.
* Calculating Defect and Defective percentage for the team.

**Fine Arts and Private Client**

* Working for **Alesco** (Property & Casualty); managing end to end cycle of Fine Arts and Private Clients and Facility Policies, managing work allocation and various other activities within the team.
* Maintaining Feedback Tracker and ensuring corrective action.
* Calculating Defect and Defective percentage for the team.
* Liaising with colleagues both onshore and offshore; ensuring work is carried out smoothly and efficiently.
* Managing crunch situations during month ends and to ensure all brokerage entries are booked before Close of Play
* Contacting with UK tech Ops and brokers and following up with them in case of any queries and getting those resolved.
* Creating monthly, productivity and accuracy reports for all the teams.
* Producing **RCA** report.
* Identifying process gaps & improvement areas and implementing adequate measures to maximize and sustain quality levels.
* Conducting process knowledge test on monthly basis for all the teams.
* Identifying training needs of existing employees and preparing a development plan to meet the individual and team SLA.
* Creating and maintaining SOP’s (Standard Operating Procedures) for the process and getting them approved by the onshore team.
* Designing training module for new hires. Conducting process training for new hires – System and class room training both.
* Carrying out process tests for new hires based on the training imparted.
* Conducting refreshers for all the team members whenever needed.
* Preparing the framework for Associates and Analysists within the team to ensure job enrichment and skill & knowledge enhancement.

Attainments

* Received appreciation from Manging Director on the smooth transition with 100% accuracy in the first month.
* Received appreciation from Technical Director and Managing Director for successful implementation of authorisation pilot in India.
* Received appreciation letter from The CEO WOW award – Nominated by colleagues for the award. One of the 1st to receive a WOW award.
* Received consecutive “Managers Choice Award” for best performance team wise and division wise.
* Six times acknowledged with “Star of the Month Award”.
* Completed 8 Kaizen projects till date.

**IBM Daksh Business Process Services Pvt Ltd. Pune.**

**Customer Relation Advisor - 15th December 2010 - 3rd April 2012**

*Key Deliverables*

**Key Bank Collections**

* Making out bound calls for a US based bank “Key Bank” in an attempt to collect nonpaid student loans, handing customer’s queries with regards to payments and payment plans.
* Cross selling and upselling additional products or services to current customers.
* Handling escalation calls from team members.
* Conducting refresher sessions with team members for new updates and products or services.
* Following up in case of any outstanding queries; ensure that they are solved within the appropriate timescale.

**Skip Tracing**

* Locating customers who have not paid or answered our calls in last 3 months.
* Various systems and social media platforms were used to locate most recent phone number and address.

Attainments

* Manager’s choice award for 100% Attendance for 6 months.
* Quarterly award for Highest Collection with quality for 3 moths in a row.

**Trainings Undergone**

* Attended training on various aspects conducted by the L&D department in fields of Leading Teams, Train the Trainer, UK/US Culture, Giving and Receiving Feedbacks, Coaching and Mentoring, Problem Solving, Analytical Skills, Voice and Accent, High Impact Presentation, Team Building, Telephonic and Correspondence Skills, Assertive Communication, etc.

**Educational Qualifications**

Completed PGDBA fromSymbiosis Centre for Distance Learning

Completed Bachelors degree in Science (Zoology)Pune University

Passed Std. XII – HSC from Maharashtra Board

Passed Std. X – SSC from Maharashtra Board

**Additional Qualifications**

Sound knowledge of, MS Word MS Excel and Power Point, MS Visio

Typing Speed – 35 WPM

**Personal Details**

**Date of Birth:** 23rd March 1986

**Linguistic Abilities:** English, Hindi, Bangla and Marathi

**Marital Status:** Married