

Abriti Patra

Mobile: 91 9903488147

abriti.patra@gmail.com

Total Experience: 10 Yrs

Current Location: Chaibasa / Jharkhand

Seeking assignments in Customer Service Delivery, Client Servicing, Quality, Process Management, and Training & Development.

PROFESSIONAL SYNOPSIS- CURRENT

- ☞ Working as **Customer Support Executive with Bajaj Allianz Life Insurance LTD., West Bengal Jharkhand**
- ☞ Highly Competent professional with over **10 years'** experience in **Customer Service , Retention, Cash & Cheque collection , Vender Co-coordinating in Bajaj Allianz Life Insurance Co LTD.**
- ☞ **Strong understanding on Back office activity & MIS along with Insurance KPI.**
- ☞ Hand on experience in all types of project related to **Customer Satisfaction Measurement & Management index.**
- ☞ Monitoring outbound desk regarding **Retention calls** and physical visit/coordination with customer for minimum churn.
- ☞ Taking proactive drives to understand area of expectation and issues and highlighting the same to concern teams for fault rectification.
- ☞ Preparing weekly, monthly service review presentation for customers as well as internal review.
- ☞ Taking part in all types of con-call related to service part.

Responsibility

- Working as a CSE in BALIC solely looking after the daily cash and cheque receipts
- As a cashier looking after the daily lodgment of cash and cheque at bank of our Branch office
- Policy servicing which includes switching, surrender refund and other changes with policy
- Handing the customers query
- Scrutinizing the proposal from
- Logging in new business and verification of document
- Coordination with HUB about policy issuing
- Requirements follow up's medical & non-medical cases.
- Renewal follow up with customer & sales manager`s
- Attend Concalls with **SOM & DOH** regarding Performance.
- Petty Cash Maintenance
- Agent Licensing
- Vendor negotiation & Vendor payment

EDUCATION

B.Com : Ghatshila College. Ranchi University
Intermediate (I Com) : Mosaboni Collage
Schooling : B.S.E.B, Bihar

IT SKILLS:

Operating Systems : MS-DOS, Windows till 2007
Packages : MS-Office

PERSONAL DETAILS

Date of Birth : 02nd August, 1982
Linguistic Abilities : English, Hindi, Bengali and Odiya (Speak)
Marital status : Married
Hobbies : Travelling, Problem Shooting
Communication Address : Menka Bhawan, Mohulbera, Mosabon Jharkhand, PIN: 832104

Preferred Location: Anywhere in India

DECLARATION: "I hereby declare that the above furnished information is true to the best of my knowledge and belief"

Place: Chaibasa

(Abriti Patra)