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| kdnarang@hotmail.com +91-8191810810  **KAPIL DEV NARANG**  **Senior Professional**  Known for driving best practices and continuous improvement plans to enhance customer satisfaction, targeting assignments in **Operations Management and Customer Service** with an organisation of high repute  Location Preference: **Delhi/ NCR** |
| knowledge24x24icons Profile Summary |
| * **High Impact Professional** offering illustrative experience of **nearly 15 years** in areas of **Operations Management, Service Delivery and Customer Delight** * A keen planner, strategist with expertise in establishing & managing entire operations with key focus on customer delight and bottom line profitability * Enterprising leader with excellent record of contributions that streamlined operations, invigorated businesses, heightened productivity and enhanced internal controls * Managed all branch costs firmly and continuously identified opportunities to reduce costs * Resourceful at maintaining relationships with clients to achieve quality product and service norms by resolving their service related critical issues * Attained **EE & FEE Rating** in **2010-14 continuously** * **Dedicated leader** with career long record of promotion **(5 promotions)**, stakeholder satisfaction, team building and strategic insight, poised for next level of success * **An** **ambassador of change with the experience of successful business process re-structuring**, implementation of business solutions in organizations through thought leadership * Received the **Advisor Licencing Programme Trophy & Certificate** from **Chief Distribution Officer Mr. Chander Chellani** * Provided unprecedented support and fostered employee leadership; cultivated open lines of communication and ensured proactive collaboration   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\awardcup24x24icons.pngSelected Highlights and Contributions |
| core24x24icons Core Competencies |
| |  |  |  | | --- | --- | --- | | **Operations Management** | **Customer Service/ Delight** | **Branch Administration/ Process Automation** | |  |  |  | | **Cost Control/ Fraud Control** | **SLA Delivery Management** | **Quality & Risk Management** | |  |  |  | | **Process & Policy Compliance** | **KPI Management** | **Team Building & Leadership** | |  |  |  | |
| career24x24icons Career Timeline |
| **Jun’05 – Jun’07** **Operations Executive, U.P. PWD**  **Sep’18 – Till Date** **Senior Manager, Hello Verify India Pvt. Ltd.**  **Dec’16 – Aug’18** **Branch Operations Manager, Matrix Business Services Ind. Pvt. Ltd.**  **Jul’07 – Jun’15** **Asst. Manager, Birla Sun Life Insurance Co. Ltd. (ABG Group)**  **Jul’15 – Dec’16** **Branch Operations Manager, HDB Financial Services (HDFC BANK)** |
| exp24x24icons Work Experience  **Senior Manager, Hello Verify India Pvt. Ltd., Noida Sep’18 – Till Date**  **Key Result Areas:**   * Leading the team of operations and directing a team of 70 members (4 teams) including Asst. Manager, TLs and Sr. Executive and Executives * Analysing fake organizations in term of employment/ academic to improve the process * Liaising with CREs to complete the check within TAT and ensured delivery of the report to customers within TAT * Spearheading gamut of operations entailing process automation, cost control and vendor management   **Branch Operations Manager, Matrix Business Services Ind. Pvt. Ltd., Noida Dec’16 – Aug’18**  **Key Result Areas:**   * Spearheaded all branch activities including operations & customer management * Directed a team of over 50 members (7 teams) including Asst. Manager, TLs and Sr. Executive, Executives & Field Executives * Attained revenue target assigned by HO   **Branch Operations Manager, HDB Financial Services (HDFC Bank), Bahadurgarh Jul’15 – Dec’16**  **Key Result Areas:**   * Directed a team of 6 Operations Executives & 12 Sales Executives for selling & processing of PL, LAP, LAS and GL * Ensured timely TVR, CIBIL checks and trigger for verification * Managed upfront screening/ RCU activities and ensured proper reporting of branch defects/ non-compliance * Attained branch profit goals and ensured proper MCP check quality * Disbursed files after ensuring that all documentation is complete and all relevant information, as available from app form and PD, has been entered in the system * Liaised with central ops for foreclosure, account statements and PDC swaps; managed the branch administration and branch costs management & control * Ensured that all credit and operations processes are adhered to in the branch * Analysed & ensured that loan system reflects same information as the customer file * Monitored disbursement and ensured file is complete before disbursal; performed post disbursal checks and timely dispatch of files for archiving   **Asst. Manager, Birla Sun Life Insurance Co. Ltd. (ABG Group), Budaun Jul’07 – Jun’15**  **Key Result Areas:**   * Maintained all Books of Accounts of company at branch level and sent report to Head Office * Managed processing of receipts for Direct Sales Force, Alternative Channel and Group of the Company * Administered branch’s payments – Vendor Management, Petty Cash Vouchers, EERS/TERS and TPV * Drafted financial reports summaries to predict economic and financial standing, taking into consideration revenues, expenditures, and net assets based on past and present operations * Supervised services such as compliance with the statutes such as Labour & Establishment Laws and all other Central and State Government Legislations, as applicable to the branch to achieve 100% compliance level * Ensured policies & procedures are followed within the branch to achieve 100% audit rating * Recruited employees and coordinated for Recruitment of Advisors & HR issues, Activation of New Coded Advisors * Supervised all the operations from Policy Issuance to Claims, maintained Daily MIS and managed Customer’s Queries relating to their policies and Customer Relationship Management (CRM) through Talisma software. * Delivered Product Training to AMs & Advisors and IRDA Training to Advisors (IRDA Training, Maxis, ULIP Certification)   **Highlights:**   * Won Top BSE (100% Issuance) Award in 2007-08 (Udaan Project) * Played a key role in maximum IRDA Codes Issuance in 2007-08 (201 in 6 months, achieved 200% of target)   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Knowledge-Purview24x24icons.pngPrevious Experience  **Operations Executive, U.P. PWD, Budaun Jun’05 – Jun’07**  edu24x24icons Education   * P.G. Diploma in Operation Management from Vinayaka Mission Univesrity, Salem in 2009 * B.Com. from M.J.P. Rohilkhand University, Bareilly in 2000   Technical Skills   * Hands-on experience on MS Word, MS Excel, MS PowerPoint, MS Access & Tally * Working knowledge of FINONE, MatEx, GRS, Taleo and Oniverify   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\personal-details24x24icons.png Personal Details  **Date of Birth:** 25th July 1980  **Languages Known:** English/ Hindi/Punjabi  **Address:** H. No. H2/203 Golf City, Plot No. 11, Sector 75, Noida |