

CURRICULUM VITAE

KUNJAL B. PAREKH
5D, Jyoti Chhaya Apartments
121, Rashbehari Avenue,
Kolkata - 700029
Mob: +91 9702922288
e-mail : kunjalp78@gmail.com

WORK EXPERIENCE

July 2020 – Till Date

Working with White Hat Jr (Byju's Future School) as Mentor Teacher

Current work profile includes Tutoring students in Coding and Math and mentoring New teachers who join the company and manage quality of classes taken by the teachers.

Key Responsibilities:

- Certified Online Tutor by Intel (Skills for Innovation Certification of Intel)
- Certified Teacher by White Hat Jr
- Tutoring students in Coding in Block Based coding, Java Script and Python
- Mentoring new teachers joining the company to ensure the teachers take the class as per the company standards.

Jan 2007 – May 2011

Worked with ICICI Prudential Life Insurance LTD as Manager – Health Partnerships (East India)

April 2009 – till date:

Work Profile included managing Health partnerships & Doctor Management for East India, Karnataka & Goa for cashless mediclaim.

Key Responsibilities:

- Meeting up with Hospital Authorities for cashless mediclaim tie up between ICICI Prudential and the hospitals.
- Discussing the MOU with the hospitals and getting the same editing basis the negotiation with the hospitals
- Conducting medical camps in collaboration with Hospitals to create visibility of ICICI Prudential as a key health player
- Managing Customer service for Health policies holders in East India, Karnataka & Goa
- Managing Doctor Management for East India, Karnataka & Goa

- Project done on creating a Brand image of ICICI prudential in health claims across Hospitals Pan India

April 2008 – March-09:

Work profile included managing operations for all 3 call centers of ICICI Prudential.

Key Responsibilities:

- Vendor management to ensure day to day operations are managed as per requirement
- Conducting reviews with the vendor on a monthly and quarterly basis
- Managing QOC, Quality and C-sat for the Call Center
- Driving Upsell at the call Center
- Managing Automation of IVR processes
- Defining new processes to enhance Customer Experience at the Call Center

April 2007 – Mar 2008:

Managed the Call Center Backend processing team

Key Responsibilities:

- Managing a team of 14 members
- Managing Sigma Levels per organization's target
- Managing QOC for the team given targets
- Analyzing data to define new processes to help reduce processing time
- Automation of processes thus reducing agent dependency

Jan 2007 – Mar 2007:

Managed Operations for the HNI Call Center located at Mumbai and C-sat for all Centers

Key Responsibilities:

- Managing day to day operations for the HNI Center
- Managing QOC and Quality for the Center
- Analyzing the C-sat data there by suggesting changes in the processes to enhance Customer satisfaction
- Reporting out of C-sat Scores to the vendor

Certifications:

- Tatva Award for Redesigning the process for Fund Switch
- Won the Award for maximum day 0 closures for the quarter Oct-Nov-Dec'07
- Won the Best Team Award for Oct to Dec'07
- Won the Best Team award for Apr to Jun'08

- Won the Best Team Award for Jul to Sep'08

June 2006 - Jan 2007

Worked with 'Andromeda Marketing Pvt Ltd' as Process Manager - Hutch Retention.

Work profile included:

- Handling the Retention process of Hutchisson essar Ltd.
- Process includes 5 Sub-processes with 70 agents and 6 Team Leader and 1 Assistant Manager
- Achieving targets within the set SLA
- Monthly evaluation of the teams and performance reviews.
- Preparing MIS reports, Performance reports, conducting presentations, working on ways to bring Improvements in process
- Conducting Appraisals and controlling attrition
- Discuss updates with the teams and conducting need based trainings.

September 2003 - Dec 2005

Working with 'Orange' as a Team Assist (May 2004 - Dec 2005)

Work Profile included:

- Handling a group of 14 team members. Keeping records of the Team's daily performance and generating daily reports for the Team.
- Providing training to the Team as and when required, proposing and getting approval for future training needs of the Team from the Team Operations Manager.
- Responsible for generating Daily Reports (MIS Reports & Tag Call Details) and sending the same to the Team Operations Manager for Orange Care.
- Coordinating with various departments during system failure.
- Was responsible for the cleanup and updation of Hot Help.
- Was responsible for the updations made on the IVR.

Joined Orange as a Customer Service Executive (September'03 - May'04)which involved handling customer calls. Was also a Trainer for the new executives giving them 'On Calls' Training.

In the month on May'2004, during the launch of the Company's new CRM System, was selected as one of the Trainers to train the executives on the new system.

Certifications:

- Best Team Assist (May 04 - Aug 04)
- Best CSE for the month of May'2004
- Best Quality for the month of April' 2004
- Best CSE for the month of March' 2004

- Best Quality for the month of March' 2004

June 2003 - September 2003

Worked with Reliance Infostreams pvt ltd as a Customer Interactions Executive

Work involved handling Customer Calls on Network, MACD, R-World, Tariff and Billing in English, Hindi and Gujarati Languages.

March 2002 - May 2003

Worked in Interface 4 U as Public Relations Officer.

Approaching Clients for setting up of computer centers in various schools and colleges.

Handling the set up of the computer centers and providing computer faculty to the schools and colleges.

Conducting interviews for recruiting faculty.

Conducting Faculty Training Programs for training of the faculty to be recruited in various schools and colleges.

Providing computer knowledge to teachers and staff members of various schools and colleges.

August 2001 - January 2002

Working in J.V.Gokal & Company as the system's administrator.

Maintenance of Stock.

Creation of Stock Reports.

Assisted in Training & Education of present employees.

Played a key role in planning and development of internet based software to be used by the organisation.

June 1999 - March 2002

Running a Private Computer Education Centre Computer Playground

Imparting IT education to kids from the age group of 4 - 16 through CD- Roms and Internet.

Providing Basic Knowledge of Computers (Ms Office).

August 1999

Worked as a computer operator for M/s Pushpa Perfumeries on contractual basis.

Creation of Tender Slips

June 1997 - March 1998

Worked in Microtech Systems for 10 months in MIS.

Data Management & Backup
General Accounts (FACT & TALLY)

May 1995 - December 1995

Worked as a computer operator at Compu Graphics.

ACADEMIC QUALIFICATION

1998-2000

B.Sc Hons. (Physics) from Calcutta University.

Percentage: 50% Class: 2nd.

1995-1997

Higher Secondary from West Bengal board of Higher Secondary Education . Primary subjects were Physics, Chemistry and Biology.

Percentage: 58% Class: 2nd.

1985-1995

Madhyamik Pariksha from the West Bengal Board of Secondary Education.

Percentage: 68% Class: 1st.

COMPUTER EDUCATION

2000

Perused Advanced Diploma in Computer Applications (A Level) from Department of Electronics (DOE) on behalf of All India Council of Technical Education (AICTE).

1995-1996

Diploma course from Computer Aids India.

PERSONAL DETAILS

Date of Birth : December 15, 1978

Age : 30 years.

Marital Status : Married.

Languages Known : English, Hindi, Gujarati, Bengali.

Hobbies : Surfing the Net, Driving, Listening to Music, Movies.

REFERENCES

Ms. Sheena John
Senior Manager
ICICI Prudential Ltd
Mumbai
Tel. 09821209402

Ms. Malini Kumar
General Manager
Vodafone India
Mumbai
Tel. 09820018787