

Dynamic, versatile and self-motivated senior executive with 4+ years of total professional experience in operations. Currently working as a senior executive in recruitment department of Hirexa Solutions. Looking forward to a challenging and rewarding role in service industry where I can leverage my existing skills and simultaneously add value in an organization.

## WORK EXPERIENCE

### Senior Executive

Hirexa Solutions (06/2021 – Present) *Operations department*

#### *Responsibilities/Tasks:*

- Taking care of Background Verification Process.
- Taking care of On Boarding.
- Taking care of Employee's Induction Training.
- Business Operations & Administrations.
- Responsible for Documentation Part.
- Employee Relations & Engagement etc.
- Handling Customer Concerns & Complaints
- Customer Relationship Management and Planning.
- Taking care of Bench Resources.
- Ensure customer satisfaction and provide professional customer support.
- Communicating with customers and acknowledging & resolving customer complaints. Ensuring forms, applications and requests.
- Keeping records of customer interactions, and complaints. Communicating and coordinating with colleagues as necessary.

### Customer Relationship Manager (Counselor)

Reliance Life Insurance, Rewa (M.P) (04/2009 - 01/2011)

#### *Achievements/Tasks:*

- Responsible for reconciliation of application received and quality check of applications.
- Coordinating with sales team on preparing of daily MIS.
- Monitoring operational activities like cash operations and audit insurance process.
- Controlling daily activities like asset management, agent escalation and customer satisfaction.
- To coordinate with head office on all accounts and admin related branch activities.
- Formulated plan to implement recommendations; additionally, training staff to proactively sustain with market changes. Moreover, evaluated the situation periodically and made changes required.
- Discovered the most suitable solutions for any problem at hand. Helped their client's business become more functional and successful.

### Trainee-

Centurion Bank of Punjab at Indore (M.P)

## TECHNICAL SKILLS:

Proficient in basic Excel and Power Point

## ACHIEVEMENTS:

Awarded "STAR OF THE MONTH" award for excellence performance at Reliance Life Insurance, Rewa (M.P).

Awarded "PAT ON THE BACK" award at Hirexa Chennai, for being outstanding performer employee.

## EDUCATION:

**M.B.A (70%) (2006-2008)**

Department of Business Administration, A.P.S. University Rewa.

**B. Com (2002-2005)**

GD College, Rewa (M.P).

**PGDCA in 2007**

Shri Sai Computer and Information technology.

## LANGUAGES:

English- Full Professional Proficiency

Hindi- Full Professional Proficiency

## Professional Reference:

1. Chethan Raj- 9743011444  
Chief Business Officer at Hirexa Solutions

2. Mohammad Arifullah- 8884996662  
Operations Head at Hirexa Solutions

