

# Jasmine J

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## CAREER OBJECTIVE

To get a dynamic and demanding position that will provide me with the finest potential for the future development of my talents, skills, and knowledge in a well-established company with long-term career advancement opportunities.

## EDUCATIONAL PROFILE

- **B.Sc (STATS)** from S.D.N.B.Vaishnav College for Women, Madras University, with **79%** - 2016
- **HSC** from Immaculate Heart of Mary's girls higher secondary school, Chennai with **79%** - 2013
- **SSLC** from R.C.M Matriculation Higher Secondary School, Chennai with **88%** - 2011

## WORK EXPERIENCE

### **BANKBAZAAR.COM**

*Designation:* **Floor Coach**

*Duration:* June 2021 to till date

#### Roles:

- Handling team size of 25 members.
- Out bound sales in dialer Mode.
- Handling both Credit card sales and kyc completion of customer for designated partners.
- 80% achievement of assigned target, motivating the team.
- Dialer mode, campaigning the agents in track with flow.
- Planning the head count as per the flow of sales.
- Complaint handling, monitoring team Quality.
- Managing 0 % partner complaint with quality sales, training team for it.
- Regular review with the team, planning the next target, downloading the tips to achieve it.
- MIS handling, reporting the achievement and reasons of failure to the management.
- Control on Attrition.

## Responsibilities:

- Design effective training programs for both new and existing employees.
- Identify training opportunities and enable training to constantly upskill the team.
- Review team performance in a structured manner and outline a process to review feedback.
- Provide training on how to use data tools, quality parameters, and script usage.
- Tracking and preparing daily productivity reports.
- Providing training on sales services and educating agents on product details.
- Supporting employees in all aspects in the early stage and closely working to improve their performance.

## Process Details

- Clear vision of process being educated and ensuring the same reflects on productivity.
- Lead the sales team of an assigned region and assist them to achieve the defined targets.
- Plan and implement region-specific innovative strategies to achieve and exceed business targets.
- Manage and support the effective deployment of sales professionals with respect to the new markets and allocate resources.
- Ensure implementation of promotional plans and contests and suggest new and innovative promotion plans for the area of work.
- Effectively engage with Operations & Product teams to understand and contribute to overall processes & profitability across locations.
- Analyze the changing market trends, channel deployment etc.

## **Credit Card (Sales)**

*Designation:* **Customer Relationship Officer**

*Duration:* June 2017 to 2021

- Understanding the need of the customer and helping the customer to choose the right financial product as per their eligibility.
- Suggesting the customer alternative products based on need, lifestyle & spending power.
- Explaining to the customers the benefits and offers related to the products.
- Verify customer details and guide them through the application gateway.
- Maintain amicable conversation throughout the call and build customer delight.

## **MEDUSIND SOLUTION**

*Designation:* **Client service executive**

*Duration:* May 2016 to June 2017

### **International voice process**

#### ***Roles and Responsibilities:***

- To ensure that patients' health care benefits cover required procedures.
- Job includes contacting a patient's insurance company to verify coverage levels.
- Providing the client with appropriate dental benefits for a patient.
- Well-versed in insurance verification protocols.
- Outbound calls to Insurances for claim status and eligibility verification.
- Calling the insurance carriers based on the appointment received by the clients.
- Maintain the individual daily logs.
- Perform assigned tasks/ complete targets with speed and accuracy as per client SLAs.

### **PROFILE SUMMARY**

- Expertise in MS Office, proficiency in written and verbal communication, excellent interpersonal and organizational skills.
- Ability to perform under pressure.
- Analyze and solve increasingly complex problems.
- Adept at handling multiple projects whether working independently or as part of a team.
- Exposure to clients and/or management.
- Well-versed in basic statistics and terms involved in the day-to-day business and use it while discussing with stakeholders.

### **EXTRA-CURRICULAR ACTIVITIES**

Participated in sports (Hockey) and Represented the University of Madras and 5th Junior National Hockey Championship in the year 2014-2015.

**DATE:**

**PLACE:** Chennai

**Jasmine J**