

NAGADEVI P

Deputy Manager -Customer Connect

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📍: A-501, Confident Phoenix, Kasavanahalli,
Bangalore, Karnataka.

WORK EXPERIENCE

August 2019 - Till Date	Deputy Manager -Customer Connect Fincare Small Finance Bank Social Media Escalations/Complaint Grievance handling - closure within TAT, providing the RCA and resolutions. Inbound and Outbound Calling Chatbot handling Non voice - Email Video banking and Video Kyc Call Quality Checking Lead Generations	Bangalore, Karnataka
February 2013 - July 2019	Senior Executive -CRM Mediassist Insurance TPA Pvt Ltd Co-ordinating for Reimbursement and Cashless claim settlements Servicing Group Mediclaim policies Retail policies Handling client queries on calls and email Attend corporate meetings and visiting Insurer Database Management for team	Bangalore, Karnataka
December 2010 - January 2013	Executive HR Mediassist Insurance TPA Pvt Ltd Recruitment	Bangalore, Karnataka

Attendance and leave trackers

Access Software maintenance

Issuing offer letters, Appointment letters, confirmation letter, Appraisal letters to employees

Esic inputs

PF details submission to Office

EDUCATION

June 2008 - June 2010	HR And Marketing - VVN IMTR MBA	Bangalore, Karnataka.
June 2004 - June 2007	Zoology - St Teresa'S College Bachelor Of Science	Bangalore, Karnataka.
June 2021 - June 2022	Banking And Finance - Annamalai University Diploma	Bangalore, Karnataka.
June 2009 - June 2010	General And Life Insurance - III Licentiate	Bangalore, Karnataka.

KEY ACHIEVEMENTS

Best Budding Tele Caller -FY 2021-22

Role model award for performance rating -FY 2021-2022

Appreciation for Voice over mailer and IVR for organization

LANGUAGE

English	★★★★★	Malayalam	★★★★★	Tamil	★★★★☆
Kannada	★★★★☆	Telugu	★★★★☆		

REFEREES

Available on Request

