**Curriculum vitae**

**Name:-Gaurav Chandrabhushan Singh**

Add : Flat no 301,Bldg no:- D/61,

Navgrah, Poonam Sagar Complex,

Mira-road (E), Thane 401107.

Mobile : +918356025607

Email : singh.gaurav354@gmail.com

**Career Objective**

Seeking a challenging position where my skills and knowledge can be best utilized in successful completion of the work in industries and be responsible to provide the team leadership skills.

**Work experience**

* **Previously working for Wipro company from 17th April 2020 to 3rd June 2020.**
* **Designation:- Associate**
* **Job Responsibilities:-**

**Doing claim Operations work to process claim by following process instructions for UHG United health care group company.**

**Net salary:-13800**

**Current Ctc 193000**

**Expected ctc 300000**

* **Previously working in liberty general insurance company from**

**5th August 2019 to 26th October 2019.**

* **Designation:- customer experience officer**
* **Job responsibilities:-**

**Taking claim registration inbound calls of motor,travel, health policies.**

**Taking service call and renewal call of motor, health, travel policies.**

**Helping customers on call by solving their queries and also send them policies soft copy on their email id.**

**Net salary:- 20722 per month**

**Gross salary:- 25000 per month**

**Annual CTC:- 300000 per annum**

* **Previously Working In Tata-AIG General Insurance Company as Customer Service Executive From**

**15th September 2016 to 1st september 2018**

* **Work Experience: 2 Years**
* **GROSS Salary :16860P.M.**
* **Net Salary per month :15,100RS**
* **Current CTC : 223000p.a.**
* **Job Responsibilities as customer service executive :-**

1)Inbound calling to Tata Aig general insurance customers regarding claim registeration.

2)Solving customer Queries and registering their claim Motor policy,travel policy,medical policy Claim registeration online in system.

3)Buliding good relations with customers and solving all queries regarding customer services

And assist them in proper manner on calls.

4) Taking Policy cancelletion calls and policy renewals calls and service calls of customers.

5) Taking service calls of mediprime,motor,travel,heath policy and policy renewals and cancellation calls.

* **Previously worked in HDB Financial Services pvt.Ltd, Dahisar east Mumbai. as a Senior Telecalling officer since 4th February 2015 to 30th April 2016.**

experience :-1 year 2months

* **Responsibilities as Senior telecalling officer:-**
* doing telecalling to hdfc bank customers regarding for credit card pymt.
* giving reminder call to hdfc bank customer.
* informing them about their due date to do credit card pymt before due date so they donot charge for penalty for their expenses on credit card.
* we have to inform their transaction expenses uses of credit card so customer can do credit card pymt.
* Net salary 7200p.m.
* ctc:-113000p.a.

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**Previously worked in Addonix Technologies Pvt. Ltd., Goregaon east Mumbai. as a Junior Business Development since 2nd December 2013 to 20th May 2014.**

experience :-6 months

* **Responsibilities as Junior Business Development :-**
* to sell 3d cad design sofware solidworks and target engineering companies like sheetmetal,weldment,mold design engineering companies.
* to search engineering companies on website, to do cold calling,visiting industrial estate,collecting company visiting cards.
* fixing meeting with design manager and director sir by doing telecalling.
* explaning product solidworks 3d cad software in details and try to sell by fixing appointments and doing meeting with them of 3d cad software engineering company.
* Net salary in hand 15500 p.m.
* ctc:-186000 p.a.

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**QUALIFICATIONS:**

**Professional Qualification:**

* Completed Fulltime PGDM (POST GRADUATE DIPLOMA IN MANAGEMENT) from

I.T.S IM (INSTITUTE OF TECHNOLOGY OF SCIENCE AND INSTITUTE OF MANAGEMENT) from GREATER NOIDA in the year 2011 -2013, AICTE APPROVED, HRD MINISTRY GOVT. OF INDIA,

CGPA- 6.95, B grade completed in year 2013.

* Specialization:- Marketing - Major, Finance - Minor Specialization.

**Educational Background**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Degree** | **Institution** | **University/**  **Board** | **Year of Passing** | **Percentage**  **Of Marks** | **Class** |
| B.COM. | Shankar Narayan college, Bhayander | Maharashtra State Board | April 2010 | 54.85 % | 2nd Class |
| HSC | Abhinav Vidya Mandir, Bhayander | M.H.S.E  State board | February 2007 | 54.83% | 2nd Class |
| SSC | Abhinav Vidya Mandir, Bhayander | Maharashtra State board | March 2004 | 54.53% | 2nd Class |
| PGDM(Post Graduate Diploma in Management) | ITS-IM Greater Noida | AICTE Approved | June 2013 | CGPA 6.95 | B Grade |

**KEY SKILLS**

* Good analytical skills with well developed planning, interpersonal and communication skills.
* Strong verbal focus and skills in facing/handling problems.
* Ability to work extended hours when necessary
* Basic knowledge of MS excel, word, ppt, MS-Office.

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**PERSONAL DETAILS**

Name : Gaurav Singh

Date of Birth : 27th August 1988

Age : 30 year

Father Name : Chandrabhushan Singh

Nationality : India

Passport No. : K 1640983

Expiry date : 8/11/2021

Gender : Male

Marital status : Married

Hobbies : Interested in sports like cricket, hockey, carom etc.

**DECLARATION**

I hereby declare that all the above furnished information is true to the best of my knowledge.

Place : Mumbai

Date : ( Gaurav C. Singh )