

Sahil Jain

Permanent Address:

S/O Mr. Mukesh Jain
H.No. D-84/A Bandh Road
Aya Nagar, Near Shiv Mandir,
New Delhi 110047, INDIA

Mobile: +91 9669559923

E-mail: Sahil.jain623@gmail.com

Career Objective:

- Seeking a position to utilize my skills and abilities in the Industry that offers professional growth while being resourceful, innovative and flexible and believe life is a process of learning which never ends.
- Aim to enhance myself dynamically and work towards the growth of the organization.
- Logical and analytical approach.

Educational Qualification:

- Master in Library and Information Science From SOS, Jiwaji University, Gwalior M.P.
- Bachelor of Science from Jiwaji University, Gwalior M.P.
- Higher Secondary from M.P. Board, Bhopal
- High School from M.P. Board, Bhopal

Summary of Skills & Experiences:

A competent professional with 3+ years of accomplished career track of Customer oriented profile, in a Voice/Blended Process with expertise in Data Management, Team building, Training and development. An effective communicator with exceptional relationship management skills and the ability to relate people at any level of business and management.

Other Expertise:

- Team building expertise
- Quick learner
- Customer-oriented
- Daily work-flow improvement.
- Strong Communication
- Customer relationship
- Training and development.
- Leadership and Team management.
- Data Management.

Work Experience:

PolicyBazaar.com :-

Organization : Policy Bazaar
Designation : Senior Associate
Department : Health Insurance
Duration : Oct 2021 - Till Date

Job Responsibilities:

- Handled the Health Insurance Renewal department with a team size of 5-6 Agents.
- Giving proper and effective feedback to each agent to avoid escalations.
- Pre-shift briefing to motivate agents and to set an interval-wise target for better achievement and post-shift briefing for all the achievements.
- Daily/weekly/monthly performance analysis and improvement schemes.
- Creating a good and challenging environment for the team for the best output of targets given by the organization.
- Focusing more on training and coaching to improve the skills of agents.
- Hourly discussion on talk time, unique dials, and the number of dials with feedback.
- Creating new ideas and sharing observations to the management for company growth
- Roster preparation for the team.
- Maintain call quality and improve customer positive response for satisfaction. Motivating & Guiding Agents to Improve performance.

PolicyRebate.com :-

Organization : Policy Rebate
Designation : Associate
Department : Health Insurance
Duration : June 2018 To July 2020 (2 years)

Job Responsibilities:

- Handling the existing Customers of Policy Rebate by addressing their concerns and help them Renewing their policies via Call, Chat, Email & Screen Sharing.
- Prepare reports through CRM name i.e. about Average Handling Time, number of queries, weekly, monthly, etc.

Language Known

Hindi & English

PERSONAL INFORMATION:

Father's Name : Mr. Mukesh Jain
Date of Birth : 17th September 1997
Sex : Male
Marital Status : Single
Nationality : Indian

The Declaration: I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:/...../2023

Place:

(SAHIL JAIN)