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NAVIN VIJAYAN NAIR

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| CAREER sUMMARY |  | Experienced professional with 7+ years of work experience in telecom, banking and BPO sectors and handling a team of 3-50 associates. |
| Skills & Abilities |  | Knowledge of maintaining MIS and MS Excel is an added advantage. Experience in banking has provided the skill sets to identify the risks/ frauds relating to documents. Exposure to BPO has provided functional skills for maintaining better customer satisfaction index and smooth departmental functioning by maintaining the quality parameters and following the defined process. |
| Experience |  | TATA Consultancy services TRANSAMERICA – NEW BUSINESS  SENIOR PROCESS ASSOCIATE  DEC. ’18 – TILL DATE   * Handling a team of 6 associates along with their process related induction * Reviewing and validating the applications of customers opting for various insurance policies * Processing the customer applications as per the company standards and guidelines * Sharing status of applications of the customers processed on daily basis * Daily follow ups maintained for the cases marked as pending / incomplete * Migration of policies from older system (DXC) to TCS based software (BANCS) * Maintaining the daily issue tracker & coordinating with the IT Team for query resolution & best possible outcomes * Managing escalations and queries on TAT and sharing best practices for processing applications  HDFC BANK PVT. LTD. DEPUTY MANAGER – RISK INTELLIGENCE AND CONTROL  AUG. ’17 – JUNE ‘18   * Verification & processing of loan application form & all KYC documents of customer basis on defined criteria * Managing a team size of 50 samplers handling the screening/sampling process of a loan application for Gujarat, Mumbai and ROMG * Sharing batch wise trackers of cases processed to various agencies and related departmental executives and heads for follow-up procedure * Reconciliation of vehicle registration numbers through Vahan site * Conducting induction & other process related trainings for newly joined samplers * Tracking of closures by agencies for the cases sampled for various discrepancies in documents provided  VODAFONE SHARED SERVICES LIMITED JUNIOR EXECUTIVE – CREDIT AND COLLECTIONS  JULY ’16 – JULY ‘17   * Handling Mumbai, Delhi, Punjab and HP circles as SPOC * Handling a team size of 6 associates * Handling Netcore (third party vendor) software used for Email Reminder communications sent to the customers * Handling CXX project wherein the company focuses in providing better customer experience & working towards its excellence * Handling migration of activities from circle to SSC * Handling Pragmatix tool used for various activities of dunning & configuring the same as per process guidelines * Imparting knowledge regarding bucket calculations & various other process related queries to team * Conducting induction & other process related trainings for new joiners * Conducting con-calls with circle team to provide better clarity relating to disconnection/ barring of various services of customers * Performing internal audit related to process being implemented   OFFICER – CREDIT AND COLLECTIONS  JAN. ’15 – JULY ‘16   * Handling Delhi, Punjab & HP circles as a SPOC * Handling a team size consisting of 3 associates * Ensuring end to end daily activities performed in TAT & with accuracy * Co-ordination with IT Team, circles & other departments * Analysis of dunning barring & suspension trend on monthly basis   ASSOCIATE – CREDIT AND COLLECTIONS  OCT. ’13 – JAN. ‘15   * Handling Dunning Schedule as per National Dunning Policy * Managing the Dunning Barring & Suspension MIS report on daily basis * Performing actions as per the Dunning schedule on dates * Maintaining the daily tracker for all the Dunning activities * Taking care of dunning Audit part * Perform all day wise activities like Payment dues, Due Date, LPC SMS * Responsible to send SMS to all 23 circles eligible subscribers |
| Education |  | BHARATHIAR UNIVERSITY Post graduated in M.B.A. in Finance (Major) and Marketing (Minor) in Dec. 2013 GUJARAT UNIVERSITY Graduated in Bachelors of Commerce in April 2011 |

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