

Navinkumar

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Objective

Seeking a challenging designation in your reputed organization and opportunities to utilize my skills and abilities in knowledge process outsourcing industry (insurance process) that offers fastest growth while being resourceful, innovative and flexible.

Education

- **BCA – Bachelor of computer applications**
KRMMC Adyar 2016
- **HSC Ebenezer Marcus matriculation higher secondary school pudur,**
2012
- **SSLC – St Joseph matriculation School, Ambattur , 2008**

Professional Skills

- Outbound programs
- Excel
- Computer knowledge
- Flexible in all phases of the call center.
- Communicating with the clients

Skill Sets

- Excellent interpersonal skills
- Excellent communication skills
- Convincing ability

Professional Experience.

- **Customer Support Associate & Quality control (2.8yrs)**
ThinkSynq solution, Royapettah, Chennai.
(Between December 2016 to May 2019)
 - **virtual relationship manger (8 months)**
Yes bank .pvt. Ltd

Key Responsibilities Handled

- Handled outbound calls in kpo industry oriented to the Insurance process.
- Handled the different scenarios of customer through over the phone calls
- Handled Collection Sector, service calls and Sales in Insurance Process.
- Team handling in Outbound process in Insurance
- Handled overall Indian customers and Also NRI, NRO Customers in Collection oriented section.
- Coordinate with the client to achieve the YTD target of 2017-2018.
- Handled Email, chat with the client to achieve the monthly targets.
- Training and managing both the procurement of quality leads through outbound predictive dialing, managed lists, continuous Outbound calls.
- Responsible for handling customer queries, complaints and questions
- Developing & initiating recovery strategies in case of defaults.
- Providing alternate options to confirm regular payments for exceptional case
- Leading, mentoring & monitoring the performance of team members to ensure a good individual and team performance.
- Timely resolution of customer queries
- Monitoring live calls and submitted leads.
- Quantity of lead acquisition process.
- Created Employee Guidelines Operations Manual.
- Conducting meetings to set daily, weekly and monthly goals.
- Conducted one on ones with all levels of staff and followed-up with necessary disciplinary procedures.
- Ability to learn new Stuffs and quickly get adapted to different work environments thereby having the diagnostic ability to solve complex issues.
- Highly interested in learning new stuffs.

Personal Traits

- Adaptive nature
- Diversity sensitivity
- Interpersonal abilities
- Effective communication

Technical Skills

- MS Excel
- Internet

Extra Curricular Activities

- Learning New Stuffs
- Photoshop editor
- Web designer
- Diploma in graphic and animation
- Yoga trainer

Personal Details

DOB : 03-10-1994
Languages known : English, Tamil
Father's Name : G.Ravi

Declaration

I hereby declare that all the above stated information is true and correct to the best of my knowledge and belief.

(Navin Kumar)