

## CURRICULAM VITAE

### Arjun P

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#### CAREER OBJECTIVE

“Always looking forward to work in a creative and challenging team environment with positive attitude and confidence so as to enhance and utilize my knowledge and skills efficiently to drive process improvement”.

#### Address:

# 2872, 2<sup>nd</sup> Cross,  
Pampapathi road,  
Saraswathipuram, Mysore.

#### Father name:

Prabhuswamy B M

#### Date of Birth:

31<sup>st</sup> July 1990

#### Nationality:

Indian

#### Marital status:

Married

#### Languages Known:

Kannada, English  
Hindi and Telugu.

#### PROFESSIONAL SYNOPSIS

- A result oriented professional with over 8.3 years of experience in operations.
- Worked as a Branch Operation Head at SBI General Insurance Company Ltd. Presently working as an Assistant Manager at Aditya Birla Health Insurance Company Ltd.
- Proven ability in improving efficiency in Operations, enhancing service level through achievements in internal controls and productivity improvement.
- A keen learner with a flair for adopting emerging trends and addressing requirements of clients to achieve organizational objectives and client satisfaction.
- Experienced in team management and customer interaction.
- Good interpersonal communication, Team management and organizational skills.

## **KEY AREAS AND KEY RESPONSIBILITIES**

### **Key Areas**

- Core Activities - Operations.
- Branch admin and HR related activities.
- Support to IT and IT Finance.
- Support to Finance.
- Support to Legal and Compliance.
- Support to Premises department.
- Support to Brand and Marketing.

### **Key Responsibilities**

- To process all new business insurance cases as per the Under Writer, legal & compliance guidelines. Check all documentation as per KYC and AML guidelines.
- Office and general administration works.
- Daily, weekly and Monthly generation of MIS reports for all the Products.
- Doing quality checking of all the proposal forms received from sales team and other sources.
- Handle customers query and providing appropriate solution.
- Coordinating with courier department of the branch to ensure timely delivery of the policies to the clients and preparing monthly MIS report for the smooth payment.
- Maintaining the track of submission pending proposals and follow up from Banca, Alternate and Agency Team.
- To achieve the quality parameters and policy issuance AHT targets and archiving the documents.
- Handled and managed a team of 21 executives at SBIGIC and currently monitoring a team of 12 members.
- Handling admin related work, petty cash, bills and the budget and expenses.
- Provided training to the SP of Bank branch staffs and Business partners.
- Handling Collaterals, dispatching as per requesting and maintaining data.
- End to End process of joining formalities of new employees.
- Motor and Health Insurance UW review or analysis.

## **ACADEMIC QUALIFICATIONS**

- Bachelor of Business Management (BBM- Marketing) at University of Mysore.
- Master's in Business Administration (Marketing) at Mangalore University.

## **TECHNICAL SKILLS**

- Computer Operations
- MS Office
- Internet applications
- Tally 7.2

## **ACHIEVEMENTS AS A STUDENT and AS AN EMPLOYEE**

- Awarded as best cadet and best flying cadet.
- Planned, coordinated and organized the National level- B School Management fest, CROSS ROAD 2012 and 2013.
- Awarded as "Best Team and Collaboration" in South Asia level.
- Grabbed the "Clash of Titans" award in National level.

## **PROJECT UNDERTAKEN**

- Project on customer satisfaction towards Titan watches.
- A Project on Cashew Nut Production Process at K.V.S Kamath and sons.
- Consumers' perception towards Airtel prepaid service in Mysore.

## **DECLARATION**

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

Signature  
Arjun. P