

RESUME

DHANASHREE.R

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Objective:

Seeking for position that offers learning platform and good opportunity for career growth.

Academic Record:

COURSES	INSTITUTIONS	BOARD	YEAR OF PASSING	PERCENTAGE
B.Sc.(Mathematics)	Soka Ikeda College	Matric	2018	66%
HSC	Bharatha Vidyalaya School	Matric	2015	81%
SSLC	Bharatha Vidyalaya School	Matric	2013	77%

Working Experience:

- 1) Working in Lakshmi Vilas Bank as Telecaller from 15 October 2018 to 4 February 2020.
 - On boarding of customers who are mapped to them - Need to satisfy customer queries.
 - Confirmation of receipt of account deliverables - Need to check about deliverables.
 - Transaction initiation – Educate the customer to do transactions if the account is in "active" status and if the account is in "inactive" status, try them to reactivate an account for doing transactions.
 - Mobile banking download - Inform the customer to download the LVB mobile app in play-store for easy and convenient banking.
 - Referral generation - Try to ask our customer to refer their friends and relatives to banking with us.
 - Cross-sell to customers - To an existing customer, sell the products whichever is suitable based on their requirements.
 - Targets to be structured based on cross-sell products.
 - Follow-ups and tracking the customer's transaction.

- Clear plan on the number of inbound calls to be made.
- Maintaining the customer`s responses and details in Ms. Excel.

2)Working in HDFC ERGO Health Insurance as Retention Manager in Agency channel from 6 February 2020 to 26 July 2020.

- Intimating the customer through call to renew the policy or sending renewal notice to the customer`s registered mail ID.
- Sending the renewal notice to the Advisors in the monthly basis in mail and also call the advisor to inform the count of NOPs of the month.
- Responsible for products in increasing the sum insured, member addition in the existing policy and policy upgrade.
- Customer acquisition and cross sell to walk in customers.
- Followup the customer upto 3 or 4 times to get the policy renewed and also call the advisor to get the renewal feedbacks.
- Handling the customer request to change of address, mobile number, email ID and proposer name.
- Conversion report will be sent to branch manager in weekly basis.
- Achieving the renewal targets.

Participations:

- Participation in the National level Seminar on Recent Trends in Linear Programming Organised by the Department of Mathematics.
- Certification for rendering Voluntary Service in Youth Red Cross from 2015 to 2017.
- Participation in the March past in Annual Sports Meet on 2016.
- Certification in typewriting in junior grade.

Personal Skills:

- Quick learner and conscious in duties and responsibilities.
- Dedication with inner drive to succeed and accomplish goals.

Personal Details:

Father`s name : Rajendran.R
 Mother`s name : Anjali.R
 Date of Birth : 02\12\1997.
 Gender : Female
 Marital Status : Single
 Language Known : English & Tamil

Declaration:

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

Place: Chennai
Date:

Signature
Dhanashree.R