

CURRICULUM VITAE

DIGVIJAY DILIP MANE.

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OBJECTIVE:-

I see myself an optimistic person, ready for any challenges put in front of me. Looking for an organization that provides me an opportunity to prove my skills and ability for betterment of the organization along with myself.

WORK EXPERIENCE:-

1. Health Assure Pvt. Ltd. October 2014 – till date

Assistant Manager – Front end & Back-end Operations (Medical report uploading & soft underwriting, Out bound calling & tracking)

- Managing a team of 35 associates and 2 supervisors for entire Back-end operations & 25 associates in Front-end operations Pan India.
- Coordination with diagnostic centers and doctors to retrieve complete medical reports within the agreed TAT.
- Handling Client queries & escalations & ensuring policies are issued within the issuance TAT.
- Lead efforts to identify and create business process flows to increase efficiency and productivity
- Creation and management of performance metrics for the entire Back-end operations team.
- Monthly performance report of all Medical cases.
- Preparing Calling Conversion report monthly basis & calling data churning on dialler on daily basis,

2. Aditya Birla Minacs Aug 2013 – Sep 2014

Customer Service Associate – Inbound Contact center

- Handling customer queries and escalations
- Also was given the responsibility of handling the team in the absence of the immediate supervisor.
- Abundant calling and MNP calling.
- SPOC for report generation of the team.
- Also conducted refresher training sessions for the team.
- Prepared Weekly Quiz for the Team

3. Andromeda Marketing Pvt. Ltd.

July 2010 – July 2013

Customer Service Associate – Outbound Contact center

- Handling customer queries and escalations
- Managing customer queries for welcome, renewal, lapsation etc for Insurance policies.
- Worked as a quality verifier for 3 months.

EDUCATION DETAILS:-

Qualification	Board / UNI	Year
B. COM	Mumbai University	2020
HSC	Maharashtra Board	2011
SSC	Maharashtra Board	2007

TECHNICAL SKILLS:-

- Good at using Ms-Office (Word, Excel, Power Point, Internet & Outlook Express).
- Computer Typing in English

CAREER SKILLS:-

- Teamwork, Problem solving, Ability to work under pressure, Confidence, Communication, Organisation.
- Identifying problems & Promoting solutions
- Maintaining proper relationship with employees to make the atmosphere easy to work with and proper discipline to work out for the same.

PERSONAL DETAILS:-

Language known : English, Hindi, Marathi.
 Date of birth : 3rd July, 1991.
 Marital Status : Married.
 Nationality : Indian.

I would hereby like to declare that the above mentioned information is true and correct in my sense and knowledge.

Date :

Place : Mumbai

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(DIGVIJAY DILIP MANE)