

Resume

S Dinesh Rao
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Career Objective:

To be a goal oriented and successful professional, I want to bring my enthusiasm and sense of confidence to the organization and to the people I work with and serve the organization with the best of my communication skills and knowledge.

Education:

DEGREE	INSTITUTE /UNIVERSITY /BOARD	CITY	DIVISION
BCom	Pt. Ravi Shankar Shukla University	Raipur	2 nd
Intermediate	M.P Board	Bhopal	2 nd
X	M.P Board	Bhopal	1 st

Job Experience:

Working as Assistant Manager RCU in Poonawalla Fincorp Ltd. (Formerly known as Magma Fincorp Ltd.) Raipur, from 10th October 2016 to till date.

Worked as Customer Care Executive, Branch Operations in SBI Life Insurance co. Ltd. Raipur, from 31st December 2012 to 06th January 2016.

Worked as Consumer Technical Support Consultant for Dell CTS in Sutherland Global Services Ltd. Chennai. from 11th September 2012 to 29th December 2012.

Worked as Customer Care Executive, Branch Operations in Reliance Life Insurance co. Ltd. Raipur, from 13th February 2012 to 07th September 2012.

Worked as Customer Credit Advisor in EXL Service, Noida for British Gas (UK process) from 21st July 2008 to 4th June 2010.

Worked as Technical Support Executive in I-Energizer, Noida for EA Sports (Pogo.com) (US process) from 02nd December 2004 to 02nd May 2008.

Job Profile:

In Poonawalla Fincorp Ltd I am working as:

Assistant Manager in Risk Containment Unit (Chhattisgarh)

Managing Risk activities like Screening & sampling for Retail Asset products (Auto Loan New & Used, CV New & Used, Tractor (Now discontinued), SME,LAP,HL).

Supervise the work done by RCU agencies regularly and review of reports submitted.

Development of valid triggers across various products and its variant.

Sampling of applications, investigation into suspect fraud applications and taking appropriate actions against the concerned DSE's & DSAs as per the process and monitoring recruitment of DSEs & DSAs.

Handling total 16 Branches in entire Chhattisgarh state.

Managing one RCU agency & conducting training of Sampler & Verifier.

Maintaining TAT of Sampled Cases.

Doing Investigation on all fraud cases in every month, Report to HR & Other stake holder of Non-compliance issues.

Achievements in Magma Fincorp.

Identified / highlighted non-compliance issue of on-roll staff in Housing Finance, Tractor & Car loan cases wherein some staffs have been given warning letters and some are asked to leave.

In SBI Life I was responsible for:-

Underwriting and risk analysis of new business proposals as per company policies, KYC and AML guidelines.

Accountable for approval, log in and receipting of the new business and renewal under provided guidelines.

Looking into Bank Related Work & Documentation and Database quality checking.

Generate, maintain and analysis critical and other MIS report as per requirements of Head / Branch office.

Coordinate between the Insurance Adviser and H.O. for various queries & Customer Service.

Handling customer service / policy servicing as per customers' request / queries.

Looking after the office administration and handling the petty cash as per company's guideline.

In Dell CTS, I was Responsible to troubleshoot End Users Hardware technical issues for their Dell desktops, laptops, monitors and printers. And once the issue is resolved to their satisfaction I had to pitch for an up sale for various computer peripherals, components and warranties to the customers.

In Reliance Life I was responsible for:-

Underwriting and risk analysis of new business proposals as per company policy, KYC and AML guidelines.

Accountable for approval, log in and receipting of the new business and renewal under provided guidelines.

Looking into Bank Related Work & Documentation and Database quality checking.

Generate, maintain and analysis critical and other MIS report as per requirements of Head / Branch office.

Coordinate between the Insurance Adviser and H.O. for various queries & Customer Service.

Handling customer service / policy servicing as per customers' request / queries.

In EXL I was responsible to provide assistance to bankrupt customers' queries via correspondence.

In I-Energizer I was responsible to provide technical support to online gamers via phone and E-mails.

Technical skills:

- **One year Masters Diploma in Software technology.**
- **Proficient in Windows XP, Windows Vista and Windows 7 Applications**
- **Proficient in MS OFFICE and Internet Usage**

Strengths:

- **Good Communication Skills**
- **Team Worker**
- **Willpower and determination**

Special Interests:

Listen to music.

Surf the net.

Language Known:

English: - Read, Write, Speak.

Hindi: - Read, Write, Speak.

Chhattisgarhi: Read, Write and Speak.

Personality Profile Statement:

A person who is hard working and enthusiastic, I am a goal oriented person who can shoulder responsibility very well and completes tasks to complete satisfaction.

Personal Details:

Name: - S Dinesh Rao
Fathers Name: - Mr S J Rao
Date of Birth: - 25 October 1978
Marital Status: - Married

Permanent Address: S/O Mrs S S Rao
Chourasia Colony,
Behind Alpha Public School,
Boria Road,
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Declaration:

I hereby declare that the details furnished above are accurate and not ambiguous in any form.

(S Dinesh Rao)