

## CURRICULUM VITAE

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### Objective

To establish a career in an Industry where I can make use of my abilities as a professional for the betterment of the organization

### SUMMARY

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- 10.5 years of experience in Finance and General Insurance Industry
- Currently working with Poonawalla Fincorp as a Manager for Customer Service & Cross sale
- Earlier worked with BAJAJ Finserv as a Manager in SALPL for Prime cities & Bajaj Allianz General Insurance Company as a Team Leader for Inbound Process (Customer service & Renewal). Also, Senior Team Leader profile at Vendor location for Sales & Service Management

### AREA OF INTEREST

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- Operational Process
- Sales Process
- Campaign Management
- Team Handling
- Vendor Management
- Product Development
- Relationship Building
- Insurance Process
- Customer Service
- Process Improvement
- Manpower Management
- Client Relationship Management
- IT Developments

### Work Profile:

Organization : Poonawalla Fincorp  
Duration : Sep'21 till date  
Designation : Manager for Customer Service  
Location : Pune

**Current Key Responsibilities as a Manager****Sep'21 till date**

- ✓ Managing a team of 70 agents working in different profiles for Inbound & Cross Sale
- ✓ Vendor Management, MIS, Hiring, Training, Vendor Billing
- ✓ Focus on Service to Sales (Cross Sale)
- ✓ Engaging and motivating team to drive the centre to achieve the AOP targets
- ✓ Handling data to upload on Dialler
- ✓ To resolve customer complaints in agreed TAT
- ✓ Coordination with various teams
- ✓ Daily/Weekly/Monthly reports prepared and presented to Head of Department
- ✓ To share/publish complaints analysis and highlight the process gaps to the respective departments
- ✓ Training and Quality maintenance
- ✓ Maintaining NPS & CSAT

**Work Profile:**

Organization: Bajaj Finserv Ltd.

Duration: Aug'19 to Sep'21

Designation: Manager

Location: Head Office, Pune

**Key Responsibility as a Manager****Mar'21 - Sep'21**

- ✓ Handling Call Centre-Outbound Calling for Loan Enhancement
- ✓ Also handling New Project - IBA (Individual business associate)
- ✓ IBA Project- Started in month may'21 where we have to hire free-lancer in PAN India who would sale Personal loan to salaried customer in 8 Prime cities. Managing the entire process from hiring to training to lead generation to disbursement, hired 200 IBAs
- ✓ Engaging and motivate the team. Drive the centre to achieve the AOP target
- ✓ Also, handled a Stationed Manager profile for vendors - ATPL & TCS

**Key Responsibility as Assistant Manager****Aug'19 - Mar'21**

- ✓ Handling Call Centre-Outbound/Inbound Service (Salaried Personal Loan)
- ✓ Engaging and motivating team to drive the centre to achieve the AOP targets
- ✓ Also, handled a Stationed Manager profile for vendors - TCS
- ✓ Asist the team in the development of sales and marketing plans, forecasting, performance management, measure and track results
- ✓ Sales team supervision and follow up with Field Team regularly to achieve the target and maintain the DRR
- ✓ Worked towards identifying process loopholes and to convert them into as a process improvement

- ✓ Also, to co-ordinate with IT Team for all new developments & initiatives to resolve IT bug as well

### **Previous work Experience**

Organization: Bajaj Allianz General Insurance Co. Ltd.

Duration: 7 years 10.5 months (since 14-July-2011)

Designation: Executive

Grade: L1A

Location: Head Office, Pune

### **Key Responsibility as a Senior Team Leader**

**Jan 2017 – Jun 19**

- ✓ Handled Contact Centre-Inbound Service (All products)
- ✓ As a product and process expert in Motor, handled all kind of escalations for motor Insurance
- ✓ Engaging team to improve process for better customer experience
- ✓ Also, handled a Stationed Manager profile for two vendors - TCS, TBSS/CBSL
- ✓ To maintain Service Level target along with the quality of service to be given to the customers
- ✓ Follow up with Grievance/Resolution team regularly to resolve customer query/request/complaints on priority such as HOD, CEO, IRDAI, Social Media Complaints
- ✓ Worked towards identifying process loopholes and to convert them into as a process improvement
- ✓ Also, to co-ordinate with IT Team for all new developments & initiatives to resolve IT bug as well
- ✓ SPOC for CRM, Customer 360 degree, IVR designing, create New IVR for different stakeholders within organisation
- ✓ Working on projects to improve New Business, Customer Service, Collating user requirements for development
- ✓ Coordinating with different departments for projects completion
- ✓ Conducting regular meetings to recognize and determine critical testing faults
- ✓ Conducting UAT and Manual Testing of cases and implementing the same with the help of Business Analysts and IT Developers
- ✓ Analysing system generated reports and resolving errors, evaluating application issues received from branches and resolving and implementing the same in the system
- ✓ Experience in Business Requirement Definition, coordination for UAT/CRs and User Documentation. This includes the creation of functional specifications, flowcharts and process maps to guide Technical Teams

### **Key Responsibility in Renewal**

**June 2014 – Nov 2017**

- ✓ Handled Renewal process end to end for Inbound customers who calls at contact centre for renewal of policy
- ✓ Extract dump of customer request and shared with PAN India renewal team on daily basis
- ✓ Continuously follow up with team for each case and achieved 72% renewal conversion

### **Key Responsibilities in Cross sale**

**Oct 2015 – Jun 2017**

- ✓ Handled the team who make outbound calls and done cross sale to customers who called at contact centre for their query/request
- ✓ Inbound team used to generate leads for customer who shows interest in other products
- ✓ To arrange call back to customer within 30mins to 1 Hour as they are the hot leads
- ✓ To send payment links to customers and took premium amount and coordinate with Operation team to issue the policy within agreed TAT

## Key Responsibilities in MIS

Jan 2018 - Jan 2019

- ✓ Handled MIS for Inbound process and vendors report
- ✓ To maintain reports of SLA, login/break of agents, incentive reports,
- ✓ Coordinate with IT Team (Aspect) for data & applications related reports in order to fulfil the higher management requirements

## PROJECT DETAILS

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### Project Name: Each One Fix One

In our own way, we deliver on Kaizens/process improvements that eliminate the reason for a customer reaching out to us. Future is all about pre-empting a customer need and fixing an issue even before it arises. We refer one customer issue to eliminate root cause such that the same issue never reoccurs for any customer. We have done **17 changes** in current process under this project. Also received **GLOBAL AWARDS for Excellence in Quality Management & Leadership 2018 – BEST CUSTOMER SERVICE INITIATIVE PROJECT EACH ONE FIX ONE.**

### Development: RSA (Road Side Assistance)

**Concern-** Increase RSA (Road Side Assistance) issues due to lack of awareness within customers. Fix- Dispatch of RSA stickers (with AGA Toll free number) along with policy booklet enabling customers to paste on vehicle windshield for easy recall and quick assistance. Highlight the toll-free number of RSA on our website as well. As RSA has been provided by our tied-up partner AGA and customers were not aware of this and they used to contact our organisation for urgent help and then got our partners contact details. So, we need to make the awareness of partners details to our customers so that they can contact directly to our partner and take urgent help which we did successfully with above mentioned changes in current process.

## COMPUTER PROFICIENCY

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- MS Office
- Excellent communication and interpersonal skill

## PERSONAL COMPETENCIES

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- Ability to work in a fast-paced environment to set deadlines
- Excellent oral and written correspondence with an exceptional attention to detail
- Highly organized with a creative flair for project work
- Enthusiastic, determined and a team player

- Good communication and interpersonal skill
- Employee Engagement
- Ability to drive accountability, strong critical reasoning and follow through
- Strong leadership and consensus-building skills and ability to develop strong relationship with stakeholders
- Motivated, organized, self-starter, excellent attention to details
- Good problem solving and analytical skills; ability to determine the approximate impact of each issue of each issue quickly to prioritize further work

## INTERESTS AND ACTIVITIES

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- Travelling, Explore New places, Biking, watching movie, playing games

ACADEMIC QUALIFICATION Examination/Degree	Institute/ University	University	Percentage
Bachelors in Computer Science	Modern College, Ganeshhind	Pune University	52%
XII	KMPM Inter college	Jharkhand University	55%
X	Unit Scholar Academy	CBSE	66%

## PROFICIENCIES

Excellent communication and interpersonal skill.

Microsoft Version: Basic Excel, Word, PowerPoint and Outlook.

## PERSONAL DOSSIER

Date of Birth: 15<sup>th</sup> August 1989

Gender: Male

Nationality: Indian

Languages known: English, Hindi, Marathi, Bengali, Oriya

DECLARATION: - I do hereby declare that all the information provided above is true to the best of my knowledge.

**Thanks & Regards**  
**Sushant Kumar Singh**