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Career Objective

To make a successful career in the field of BFSI, contribute to the achievement of organizational goals by applying my professional knowledge, team building and leadership skills, thereby enhancing my knowledge and developing as individual.

• **Profile Summary**

- MBA (Finance) with experience of nearly 8+ years in Banking, Insurance & NBFC as a Customer Service Manager
- Company secretary Executive Programme cleared in first attempt.
- Appeared for Company Secretary professional program 3rd Module (Rest modules are cleared)

• **Skills:**

- An effective communicator with excellent Leadership, Team management, relationship management, Interpersonal and Negotiation skills.
- Excellent communication skills, both written and oral
- Fast learner with systematic and organized with interpersonal & presentation skill
- Hardworking and multitasking. Ready to learn new things.
- Working knowledge of Microsoft Office (Excel, Word, PowerPoint)
- Strong winning approach

Work Experience

Since Jan'2022 Poonawalla Fincorp, Pune (Manager – L&D)

- Identification of training needs in coordination with Dept
- Induction of all new joiners joined PAN India both Virtual & Classroom
- Behavioral training to First time managers through managerial effectiveness program.
- Training on Customer first for all customer facing role employees.
- Inventory Management for different trainings.
- Designing & delivering training sessions, developing trainers from business.
- Content development for ILT/VILT,WBT/ E-learning modules, Nuggets
- RNR for all L&D activities
- SPOC for all LMS (Zing HR) activities like making end to end course creation, upload, enrollment, assessments and any other integration required to be done in LMS
- All course 100% completion due for like Mandatory, regulatory, functional, leadership
- Creating and sending training decks to Stakeholders on monthly and quarterly basis.
- Maintaining and updating all trackers.
- Feedback - Evaluation and Effectiveness assessment
- Preparation of Quarterly training calendar
- Information gathering, information verification and then distributing this information on a priority basis within the management hierarchy for decision making.

Since Nov'2019 Poonawalla Finance, Pune (Manager- Digital Sales)

Roles & Responsibilities:

- ❖ Responsible to deliver defined Team KPIs (Business Targets).
- ❖ Responsible for maintaining floor discipline, along with managing and motivating team members towards targets achievement

- ❖ Handling client escalations
- ❖ Coordination with Credit and operations department for disbursement of cases and get the disbursement target achieved.
- ❖ Ensure 100% FTR and documentation of customer interaction.
- ❖ Monitoring calls, giving feedback, Preparing reports and report to management on areas of improvement.
- ❖ Training to new joiners & existing team members on products, processes, systems and sales pitch
- ❖ Part of various projects like leadsquared development, chat bot.
- ❖ Responsible for ISMS audit of contact center. Maintaining all the processes and reports & presenting the same to audit committee quarterly.
- ❖ Develop and manage standard operation procedure (SOP) as per internal requirement.
- ❖ Effective synchronization with all supporting departments
- ❖ Strong winning approach.

Since Nov'2018

India Infoline Ltd, Pune as Team Leader (Deputy Manager)

Roles & Responsibilities:

- ❖ Responsible to deliver defined Team KPIs (Business Targets).
- ❖ Responsible for managing the performance for the team of Relationship Managers.
- ❖ Motivating associates through effective management and constructive feedback.
- ❖ Handling client escalations
- ❖ Monitoring calls, giving feedback, Preparing reports and report to management on areas of improvement
- ❖ Training the RM's on product, sales pitch and processes, undertaking MOCK calls and call audit of RMs

Since Jan'16 to Nov'18

ICICI Lombard General Insurance Ltd, Mumbai (H.O) as Corporate Manager

Roles & Responsibilities:

- ❖ Process Development, Process Improvements, Strategic planning, Business process Re-engineering and Compliances
- ❖ Moral Hazard Compliance Report / Moral hazard check
- ❖ Solving Branch level queries for the corporate products by coordinating with PAN industry branches managers
- ❖ Product File & use record maintenance
- ❖ Industry report & Updations of public disclosures
- ❖ MIS handling, Presentations, providing training to employees on processes

Job Description:

1. To make standard operating procedures for issuing policy i.e Input to Output by coordinating with underwriters, operations team and Product managers. Whenever new product is launched or new development takes place, I use to design the process for the same.
2. Attain thorough understanding of the existing processes and highlight potential areas of improvement primarily from cost saving perspective and also for process enhancement
3. Adhere to all relevant processes, standard operating procedures and instructions so that work is carried out to the required standard and in a consistent manner while delivering the required services and standard to the stakeholders.

4. Evaluate, design, execute, measure, monitor and control business processes to ensure that business process outcomes are in harmony with organization's strategic goals.
5. Identifying and analyzing business problems and defines the scope of activities required to address the issues.
6. Ensuring collaboration across all departments of the organization to help improve the management of a business process
7. Identify and analyze business problems and defines the scope of activities required to address the issues, including requirement definition, process review, impact assessment and operational streamlining where appropriate.
8. Assist sales team in their queries, clarifications and doubts, handle escalated mails, deal with it confidently and provide solution to the problem.
9. Arranging the workshops for the resources for their proper understanding of processes, systems, etc.

Aug'13 to Jan'16

Axis Bank Ltd, Nashik as Customer Service Officer

Roles & Responsibilities:

- ❖ Customer Support / Sales
- ❖ Banking Operations
- ❖ MIS Handling
- ❖ Data Management, Bills Management, Event Management

Job Description:

1. Handling all the operational things in the branch like transfer cheques entry, clearing, opening and closing accounts, NEFT entry, updations of customers request for various services.
2. Cross selling various products to the walkin- customer and also pitching the products on call.
3. Handling customer queries and complaints, etc.
4. MIS handling of all the branches of Axis Bank, making presentations for review.



Education Background

Sr. No.	Degree	University / Board	Year of Passing	Percentage	Class
1.	CS Executive	ICSI	2011	55 %	Second class
2.	MBA Finance	Sapkal knowledge Hub, Nasik	2011-2013	63%	First class
3.	Bcom	B.Y.K college of commerce	2008-2011	63.43%	First Class
4.	HSC	B.Y.K college of commerce	2006-2008	75.17%	Distinction
5.	SSC	Bhosala Military School, Nasik	2005-2006	55.86%	Second Class



Personal Details

- **Languages known :-** English , Hindi , Marathi
- **Date of Birth :-** 7th December 1990
- **Hobbies & Interest:-** Cooking various Dishes in my spare time, Travelling & Adventure.