

Kailash Chand Soni

Flat No. 201, UDB Rakshak Apartment, Behind SKIT Campus, Ramnagar, Jagatpura, Jaipur- 302017 (Raj.).

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DOB - 09th Jan. 1982, Marital Status - Married

Contact no. +91-0141-2796230 (Res.), +91- 9352509962 (Mobile)

PROFESSIONAL EXPOSURE

Work exposure of 13 years in Finance/Insurance Industry.

Profile's Duties and Responsibility:-

- Manage the development of data model and algorithms to help understand customer data,
- Development of technological solutions to customer analytics available to COE,
- Product teams Drive key customer acquisition and retention strategies,
- Using data modeling Support campaign management team with comprehensive insights around traffic flow,
- Customer engagement to optimize channel performance Develop different recommendation engine,
- Customer Service SLA management within team size of 40 person in Rajasthan Region,
- Customer Service request, query and grievances resolution,
- RBI ombudsman escalation management,
- Branch visit and open for travel, audit, compliance management of company,
- Lean projects Identifying and eliminating barriers to accuracy, productivity, and quality,
- Identify customer impacting issues, working out and implementing solutions and process improvements to increase customer satisfaction rate,
- Open for 24 hours customer service resolution profile,
- Cross Sale/Up sale for customer which having relation with us at least 12 months,
- Product handle for cross sale is Used CV, Used Car, Used CE and Used Tractors,
- Insurance products Vehicle Insurance, Health Insurance and Life Insurance cross sale,
- Customer service for auto finance customer, General Insurance customer and Life Insurance customer,
- Managing team handling profile team size 40+,
- Launching new products, campaign, marketing of company products between customer meetings,
- CRM management for customer service work and using it for more business within existing customer.
- Life Insurance policy servicing and underwriting experience,
- Life Insurance underwriting for 20 lac sum assured cases.

Working Experience:

June 2017 – Currently Working

Organization: Magma Fincorp Ltd.

Jaipur

Designation: Customer Service Manager

Company Profile:

Magma possesses a diversified product portfolio: loans for cars and utility vehicles, commercial vehicles, construction equipment, tractors, used vehicles, SME businesses,

mortgage finance as well as Housing Finance and General Insurance. In 2012-13 year, Magma launched loans for Mortgaged Finance following the acquisition of the mortgage business of GE India. Magma entered in to General Insurance business through Magma HDI General Insurance Company, a joint venture with HDI Global SE. The HDI Global SE brand, is a part of Hannover based Talanx group, the third-largest German insurance Group operating in around 150 countries of the world.

March 2016 - May 2016

Organization: Max Life Insurance Company Limited

Jaipur

Designation: Agency Development Manager

May 2013 – February 2016

Organization: Shriram Transport Finance Company Limited

Jaipur

Designation: Assistant Manager

April 2011 – April 2013

**Organization: Shriram Value Services Private Limited
(KPO for Shriram Life Insurance)**

Indore

Designation: Team Lead

March 2010 – April 2011

Organization: Tata-Aig Life Insurance Company Limited

Bhilwara

Designation: Branch Operation Executive

Sept. 2007 – March 2010

Organization: Bajaj Allianz Life Insurance Company Limited.

Jaipur

Designation: Customer Support Representative

Legal Practice:

I have done practice in Jaipur Sessions and District Court from year 2005 to 2007. My work profile was assist to my senior lawyer to handle court cases nature like: Criminal, Civil and Consumer. My major contribution for cases was drafting and filling cases.

Professional Qualification:

2009 Licentiate from Insurance institute of India with 52%.

2009 Perusing Associate Ship from Insurance Institute of India. (Five Papers are cleared)

Educational Qualification:

2002-2005 University of Rajasthan, Jaipur.

Bachelor of Law's (LL.B.) with 53%.

2000-2002 University of Rajasthan, Jaipur.

Bachelor of Arts – Pass Course with 62%.

1999-2000 Board of Secondary Education, Rajasthan.
Senior Secondary (10+2) with 52%.

1996-1997 Board of Secondary Education, Rajasthan.
Secondary (10th) with 48%.

Computer Proficiency:

Operating system: MS Windows XP, MS Windows 98, MS Windows 2000.

Packages: MS Office (Word, Excel, Power Point), Back office management software.

Internet computing: Expertise in working on internet/intranet environment.

Personal Profile :

Name: Kailash Chand Soni

Father: Mr. Tara Chand Soni

Mother: Mrs. Shakuntala Devi

Wife: Mrs Poonam Soni

Date of Birth: NINETH JANUARY NINETEEN HUNDRED AND EIGHTY TWO

Religion: Hindu

Nationality; - Indian

Marital Status: Married

Language: Hindi, English

Hobbies: Watching sports matches, News Debates & Movies, Love to travel new destination

I hereby declare on oath that information given above is true to my knowledge, if any information found manipulated. I will be responsible for it.

Place: Jaipur

Date:

Kailash Chand Soni