

## *Curriculum Vitae*

### **PRABHUDATTA BHAGAT**

At-Madhial,  
Po/Dist-Kendrapara,  
Odisha  
754211  
Phone- 06727232358  
Cell -09937740805  
Email: - prabhudatta.bhagat@gmail.com

### **OBJECTIVE:-**

I am looking for a job that will give me an opportunity to prove my worth by utilizing my existing skills and knowledge base and utilize the same for constructive purpose and thereby contributing further in the progress of the organization.

### **WORK EXPERIENCE:-**

1. **Branch Operation Officer in SUD Life Insurance.**  
(From July-16...)

#### **ROLES & RESPONSIBILITIES:-**

- Administering clients concerns & complaints and endeavoring measures to resolve the same as well as the audits at the various branches
- Supervising customer centric operations and fortifying customer satisfaction through fulfilling service quality norms
- Preparing & executing the implementation of workflow to provide organized support in all areas & issues
- Undertaking as well as addressing client queries and fortifying high customer satisfaction matrices by fulfilling delivery and service quality norms
- Creating & assembling different weekly / monthly MIS reports relating to process and productivity
- Formulating training and development initiatives to improve the productivity & enhancing the quality
- Managing the death claims and fortifying apposite follow-ups with HO for closing the same; rectifying the queries from various bank branches, customer & sales force
- Working in accordance to AML & KYC guidelines as well as providing better services to the HNI customers
- Maintaining All Accounts of branch including Petty Cash Management, Reimbursement Claims of employees etc

- 2- **Branch Operation Executive in Reliance Life Insurance Co. Ltd.**  
(July 2008 to July 2016)

#### **ROLES & RESPONSIBILITIES:-**

- Ensuring statutory compliance with respect to all aspects
- Maintaining all Accounts of Branch.
- Adherence to Banking & Cash Management process.
- Underwriting up to 10 lakh of sum assure.
- Customer service & complaint management on a day to day basis
- Empanelment of doctors for medicals
- Follow up on CFR s (Call for requirement)
- Ensuring proposal is complete in all respect
- Timely login of proposal & dispatch to H.O
- Issuance of policy logged at branch.
- Ensuring quality score is more than or equal to 90%
- Support the sales and distribution team with regards to coordination with H.O for CFR resolution.
- Maintaining of brochures, proposals, STP stationary (If applicable) etc.
- Joining & exit formalities.

- Scrutiny of Advisors application form, coordination for IRDA and other training & commission disbursement.
  - Premium Collection and Updation process.
  - Quality of Incoming proposal Forms.
  - BPMS Process adherence.
  - Adherence to Branch Expenses Management process.
  - Proposal Login, Contract Creation and despatch to HO.
  - Managing the Advisor Licensing Process.
  - Servicing of Customer Queries and Requests.
- 3- As an Associate in a Tax consultancy firm from May 2004 to July 2007
- 4- As an Accountant in Kanungo & Partners from May 2000 to March 2001

#### EDUCATIONAL QUALIFICATION:-

- P.G. Diploma in Banking and Insurance Management from DDCE Utkal University
- L.L.B from Dinabandhu Sahu Law College, Kendrapara.
- +3 Commerce from Kendrapara College, Kendrapara.
- +2 Commerce from Kendrapara College, Kendrapara.
- H.S.C. from Kendrapara High School, Kendrapara.

#### CERTIFICATION GAINED:-

- Tax and Financial Accounting with Tally from Small Industries Service institute, Ministry of Small Scale Industries, Government of India.
- **Licentiate from Insurance Institute of India.**
- **Associate from Insurance Institute of India.**

#### COMPUTER SKILL:-

Friendly with Microsoft office, Internet & mails.  
Software Knowledge in TALLY.

#### PERSONAL DETAILS:-

Name	- Prabhudatta Bhagat
Father's Name	- Mr. Rabindra Nath Bhagat
Permanent Address	- At-Madhial, Po/Dist-Kendrapara, Odisha. 754211
Date of Birth	- 4 <sup>th</sup> Mar, 1980

Date 01-10-19

Place Bhubaneswar.

*Prabhudatta Bhagat*  
Prabhudatta Bhagat



STAR UNION DAI-ICHI LIFE INSURANCE CO. LTD.  
SALARY STATEMENT FOR AUGUST 2019

EMP NO : 20796  
NAME : PRABHUDATTA BHAGAT  
DESG : BRANCH OPERATIONS OFFICER  
EMP PAN : AOTPB4848L  
LOCATION: BHUBANESHWAR  
GRADE\_CD: M10  
SCALE : S1  
PF NO : MH/VASHI/118585/10219

DAYS\_WORKED: 31.00  
EMP DOJ : 11/07/2016  
A/C NO : 556410110008071  
BANK NAME : BANK OF INDIA  
AADHAR\_NO :  
UAN\_NO : 100273745155  
ESIC\_NO : 4403902830

PARTICULARS	RATE	EARNINGS	PARTICULARS	DEDUCTIONS
BASIC	8253.00	8253.00	P.F.	1800.00
HRA	4127.00	4127.00	Profession Tax	200.00
ADHOC ALLOWANCE	10134.00	10134.00		
CONVEYANCE	1600.00	1600.00		
ADVANCE BONUS	3000.00	3000.00		
GROSS EARNINGS		27114.00	TOTAL DEDUCTIONS	2000.00
NET PAY				25114.00

(RUPEES TWENTY FIVE THOUSAND ONE HUNDRED FOURTEEN ONLY)

Now you can raise and track your Payroll/ Tax related queries through our Online Platform Employee Self Service

This is an auto generated Payslip & does not require authorisation

Advance Bonus is a payment in lieu of the Payment of Bonus under the Statute or Incentives payable for performance achievements. Employee will receive this payment or the statutory Bonus, whichever is more, but not both. Advance is liable to be adjusted at the end of 12 months against actual Bonus under the statute or incentive payable for performance of the employee in the financial year.

STAR UNION DAI-ICHI LIFE INSURANCE CO. LTD.  
SALARY STATEMENT FOR JULY 2019

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STAR UNION DAI-ICHI LIFE INSURANCE CO. LTD.  
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