

RESUME

Name Ankur Sengupta
Father's Name Mr. Shantimoy Sengupta
Date of Birth 1st January 1988
Current Address 31/32, Progressive's Grandeur, Sector 4A,
Kopar Khairane, Navi Mumbai – 400709
Mobile +91-8055082413
Email ID ankur.sengupta0409@gmail.com

OBJECTIVE

To sincerely shoulder the responsibilities bestowed on me and to execute them to the best of my knowledge and ability.

EDUCATIONAL QUALIFICATION

Name of Exam	College	Board / University	Year of Passing
MPM (Master in Personnel Management)	IBMR Collage	Pune University	Dec 2011
B.Com (Bachelor of Commerce)	P.R.D. Art's and Commerce College Raigarh	Gurughasidas University Bilaspur (C.G)	Apr 2008
H.S.C	Shri Saibaba H.S. School, Raigarh	C.G Board	Mar 2005
S.S.C	Lokmanya H.S School	C.G Board	Feb 2003

WORK EXPERIENCE

Tata AIA Life Insurance 1 November 2017 to till now

- Process Name --- TATA AIA Life Insurance
- Department :- Operations (New Business)
- Job Profile
 1. Checked and Verified document (KYC, AML, Financial)
 2. Vendor Management (Training, QC and Maintain Productivity)
 3. Branch Training (Allocation of work, QC , TAT Management)
 4. Preparing MIS for Management in month END to check Fresh, resolve and attained case count
 5. Coordinate with Sales Support, Branch Support Team for require documents for Insurance.
 6. Helping other Team like Claims, Customer Support for process the request, query, Complaint.
 7. Ensure when new product will launched all guideline documented and followed.
 8. Prepare PPT presentation in from of Management time to time in different topic/ Scenario given by Supervisor.

30 September 2016 to 30 June 2017 (Wipro)

- Process Name --- Cignatth health Insurance
- Department :- Operations (Claim)
- Job Profile ---- 1) Maintain customer record received from email and call.
- 2) Coordinate with Hospital, TAP And U/W to Settle the claim
- Post :- Associate

23 March 2015 - 03 September 2016(Hexware Technology)

- Process Name :- BPCL (Bharat Petroleum Company LTD)
- Department :- Operation Executive
- Job Profile ---- Register Complaint, Query through phone and email from Agency and customer.
- Post :- Senior Executive

Sep 2012 - August 2016 - RBPO Pvt. Ltd.

- Process Name :- Reliance life Insurance
- Department : Operation (customer service/ POS/Grievance)
- Job Profile ----Handling Customer Enquiry through Phone and Email
- Post :- Senior Executive

COMPUTER SKILLS

- Basic Knowledge Of MS-Office products (MS Word, MS Excel, MS PowerPoint)

Projects / Summer Internship

- Jindal Steel and Power plant (Second Semester in MPM)
- Idea Mobile (Third Semester in MPM)
- Bajaj Alliance (Forth Semester in MPM)

EXTRA-CURRICULAR

Languages Known : Bengali (Speak), Hindi (Read/Write/Speak), English (Read/Write/Speak)

EXTRA-CURRICULAR

Hobbies : Working in computer, Travelling, Reading Books, Cooking
Sports : Chess, have won several competitions at School, College and District levels

PERSONAL DETAILS

Name	Ankur Sengupta
Permanent Address	C/O of LL Chauhan (SDO) SAI SADAN 1 floor Malideep Behind Boirdadar stadium Near Pragati Coaching Raigarh (C.G) Chhattisgarh – 496001
Mobile No.	+91 – 8055082413
DOB	01/01/1988

I hereby declare that the information provided by me above is true to the best of my knowledge.

Ankur Sengupta