

Karan Kumar Choudhary

H.no-717/2, Shastri Nagar, Meerut-250004

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PROFILE

- ❖ **Sr. Branch Operation Executive** offering extensive success implementing world class, progressive customer care strategies, leading turnaround efforts and strengthening customer relations. Deeply accomplished in strengthening competitive advantage by creating customer satisfaction. Experienced in Team and customer handling, Underwriting, Policy servicing, Advisor licensing, Administration, HR, Renewals collections, KYC Verification & Collection, Mis Reports Generation, Products selling and achieve targets on time.

Areas of Experience

- Team Handling
- Branch Administration
- Customer Relations /Employee
- Mis Report Generation
- Policy Selling
- Policy Servicing
- Human Resource
- Payment Collection
- Kyc Verification & Collection

Career Highlight

- ❖ **Joined as Relationship Associate in Niva Bupa Health Insurance Co. Ltd. In Banca Channel in Bank of Baroda & IDBI Bank since Nov 2021 to till date.**
- ❖ **Working with Shriram Life Insurance Company Limited since 01 Dec 15 as Branch Operations Executive Till the Time.**
- ❖ **Joined as Branch Operations Executive and got promotion *as Senior. Branch Operations Executive in August 2017.***
 - KRA
 - ✚ Handling Team of 20 Sales Officer (Agent) and selling product of company- Life Insurance, FD, RD, General and Health Insurance.
 - ✚ Product Selling and achieve targets on time.
 - ✚ Renewal collection and achieve targets on time.
 - ✚ Preparing daily workloads for staff & co-ordinating the daily allocation of work
 - ✚ Motivating the team to achieve high standards and KPI targets
 - ✚ Dealing with and resolving problems and issues which arise.
 - ✚ Mentoring and training up junior and new staff.
 - ✚ Monitoring & reporting on standards & performance targets.
 - ✚ Arranging & chairing weekly team meetings, focusing on targets & achievements.
 - ✚ Praise team members and creates a positive working environment.
 - ✚ Resolving Customer Query and problems.
 - ✚ KYC Verification And Collection.
 - ✚ Mis Reports Generation.
 - ✚ Products selling and achieve targets on time.

- ❖ **Worked as C.C.E. in Mascal-Nett Pvt. Ltd. (Dec-12 to Aug-13)**
Joined as C.C.E. and got promotion *as Senior. Customer Care Executive in June 2013*

➤ KRA:

✚ **Work**

- ❖ Decreasing the call waiting and provide all solutions regarding C.C.E. queries.
- ❖ Resolving the team members problems.
- ❖ Handling the Dealers problem of Vodafone of UP East and Uttrakhand circle in Meerut as a Customer care.

❖ **Educational Qualification:**

- ❖ B.Com. From Subharti University Meerut.
- ❖ 12th Passed from UP Board.
- ❖ 10th Passed from UP Board.

❖ **Communication Skills:**

- Ability to work with odd circumstance.
- Ability to communicate with other & Listen Other.

❖ **Hobbies & Interests:**

- Listening Music, Making friends, Doing work in Group.

❖ **Strengths:**

- Ambition, Confidence, Hope, Faith, Love Friendliness.

❖ **Personality:**

- See myself as a creative person and has aptitude for learning more.

❖ **Personal Information:**

- | | | |
|----------------|---|--------------------------------------|
| Date of Birth | : | 02 nd Aug 1991 |
| Marital status | : | Married |
| Language | : | Read, Write & Speak (Hindi, English) |

I, hereby, declare that all the details furnished above are true to the best of my knowledge.
If I am given an opportunity, I will strain every nerve to add value to your organization.

Date :

(KARAN KUMAR CHOUDHARY)