

OBJECTIVE

Working professional with 4+ years of experience in Client Relationship Management, Process handling, Service delivery and Team Management across Banking and Professional Services. Skilled in evaluating systems bottlenecks while building and nurturing relations with customers to ensure prolonged retention.

RELEVANT SKILLS

Ability to think strategically and lead

Analytical thinking

Paying attention to details

Knowledge of CRM

Microsoft Office

Siebel

Finacle

Remedy help desk

Benefit workstation

PROFESSIONAL EXPERIENCE

KOTAK MAHINDRA BANK, Gurugram, Haryana

Service Manager, Dec 2018 – Present

- Manage client relations with HNI family and corporate accounts worth INR 100+ Cr net relationship value
- Assist clientele with their loan disbursement, account management, forex requirements, ITR filings, among others
- Analyse statistics and compile accurate reports.
- Audit and risk management
- Establish and maintain key performance metrics and quality assurance programs for increasing customer satisfaction results to ensure going the extra mile to exceed expectations

MERCER CONSULTING (INDIA) PVT. LTD, Gurugram, Haryana

Senior Analyst, H&B (Health and benefits) Insurance Dec 2016 – Dec 2018

- Research and evaluate health benefits. Identifying the diverse health and benefits programs for the clients to enable smooth functioning of their internal progression.
- Processing service request of employee's for life events such as new hire, marriage, birth, divorce, death, etc. to provide medical insurance coverage and health benefits.
- Sending carrier updates to clients for changes in employee's data in carrier files.
- Dealing with onshore team for claims, refunds and out of time frame requests.
- Processing open enrolment request to enrol and update coverage elections during OE period.

PRINTLAND DIGITAL INDIA PVT. LTD, New Delhi

Digital Marketing, Feb 2016–Dec 2016

- Execute strategies for all paid marketing activities as suggested by manager
- Finding more accurate media buying platforms according to the need of the client
- Research and analyse competitor advertising links and identify opportunities for improvement of process.
- Timely and efficient reporting of work

EDUCATION

MBA: Major – Marketing, Minor - HR 2016 Manav Rachna College of Engineering, Faridabad

BBA 2014 DAV Institute of Management, Faridabad