

CUSTOMER SERVICE ADMINISTRATOR

POONAM G MAPARA

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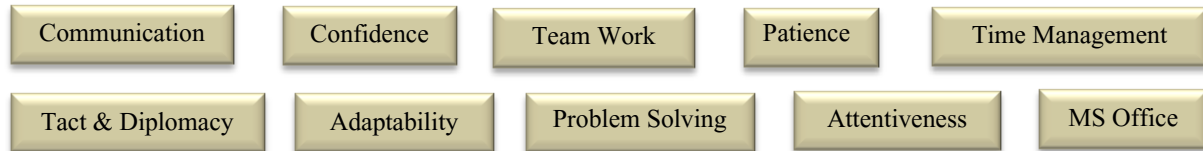
Address: Poonam Garden Apts, B- wing,
Flat no. 505, 5th floor, Upper Indira Nagar,
Swami Vivekanand Road, Bibewadi.
Pune - 411037

OBJECTIVE

Seeking to use my experience of over 9+ years to resolve, enhance, and transform the face of customer interaction.

Secure a position as a team player in a people-oriented organization where I can maximize my customer service experience to achieve corporate goals in a challenging environment.

SKILLS



EXPERIENCE

PERSONAL BANKER (Deputy Manager)

HDFC BANK Ltd – 23rd Nov 2010 - Oct 2014

- ✓ Responsible for all banking services to be provided to customers
- ✓ Responsible for achieving core product numbers and value target
- ✓ Responsible for cross selling other liability products and retail assets
- ✓ Strict adherence to KYC norms and Customer Service process.

Customer Service:

- ✓ Account opening.
- ✓ Demos given to customer related to Direct Banking Channels
- ✓ Customer Queries & complaints resolving.
- ✓ Value Added Services.

Banking Operations:

- ✓ Cheque books, Credit Cards, Debit cards and Debit Pins deliverable and Tallying.
- ✓ Tatkal kits tallying.
- ✓ Locker operation.
- ✓ Customer Requests processing.

Documentation:

- ✓ Pre-Account opening
- ✓ Value added services documentation.
- ✓ FTNR Reduction.

CUSTOMER SERVICE EXECUTIVE (CSE)

MAX Newyork Life Insurance Co. Ltd – 7th July 2008 – 14th Aug 2010

- ✓ Handling Walk-in's Customer's Queries & Complaints.
- ✓ Handling Internal Customer's Queries & Complaints
- ✓ Monitoring the new business movement from Applied to Paid (WIP Management)
- ✓ Prepare MIS report of the Business & publishing on daily basis.
- ✓ Maintain MIS of Business done through different Sources.
- ✓ New Business Application Processing and Quality Checking.
- ✓ Initial Medical Underwriting based on personal medical and family history of the clients.
- ✓ Document Verifications.
- ✓ Coordinating with the Sales Team's & resolve the Discrepant Cases.
- ✓ Monitoring the workflow of Policy Document Dispatch Status.
- ✓ Policy Issuance updating.
- ✓ Policy ownership Service (POS).
- ✓ Renewal Collection Follow ups with Sales Team (Financial Planning Managers)
- ✓ Collecting Premiums & Issuing Receipts in the absence of Accounts Executive.

EXECUTIVE CLIENT RELATIONS

ORANGE COUNTY RESORTS & HOTELS Chennai – 17th March 2008 – 2nd June 2008

ADMIN & CUSTOMER CARE

CITI Financial Chennai – 24th June 2006 -15th March 2008

ACADEMIC CHRONICLE

Bachelor of Commerce, Madras University, Chennai.

Higher Secondary, Bains Memorial Baptist Church Mat. Hr. Sec School, Chennai.

PERSONAL DETAILS

Date Of Birth: 07-Dec-1985

Marital Status: Married

Gender: Female

Languages: To Read, Write & Speak – English & Hindi.

To Speak – English, Hindi, Tamil & Gujarati

DECLARATION

I hereby confirm that the information given above is true to the best of my knowledge.

Place: PUNE

Date:

Signature

(POONAM G MAPARA)