**Ritika Gandhi**

Ph: (+91)8800339008

ritikagandhi1506@gmail.com

**PROFESSIONAL SUMMARY:**

* A highly motivated and strategically focused proven performer with a record of training & mentoring. An effective, innovative professional with strong analytical, problem solving skills and at least 7 years of work experience in the industry.
* Demonstrated abilities in generating healthy relationship with clients for business improvement and maximizing service delivery in terms of Quality and Timelines.

**Technical Skills**

* Microsoft Word, Excel, PowerPoint, SQL Server Technologies

**Tools & Application Knowledge:**

* Taleo, Lotus Notes, MS Outlook, Microsoft MSX/ISX

**WORK EXPERIENCE:**

**Aditya Birla Health Insurance – November 15th 2017-Till Date**

**Manager** - **Group Servicing (North Zone)**

**Job Responsibilities:**

* Planning and delivering CRM strategies across the company encouraging customer retention and customer loyalty.
* Developing Strategies for customer/client management and Improving Customer satisfaction
* Provide proactive and consultative customer service to assigned clients/ brokers   
  and Organize and facilitate regular in-person service meetings. Building strong client relationships by acting as a strategic advisor
* Represent data/presentation at cross-functional team meetings providing accurate study status updates and proactive communication/escalation issues and risks
* Act as liaison between customer/ broker and all internal departments; ensure all service concerns are addressed and resolved
* Manage SLA adherence and customer satisfaction from transition/deployment
* Develop renewal strategy for each customer, manage new business installations on assigned accounts and ensure on-time delivery and effective start to client relationships
* Analysing data to identify strategies for improvement of service and productivity
* Currently managing a portfolio of 400 + Corporate Clients, North India

**Apollo Munich Health Insurance Pvt. Ltd - February 8th 2017- November 3rd 2017**

**Assistant Manager** – **Group CRM (Client Relationship Management)**

**Job Responsibilities:**

* Running Governance will all the stakeholders (Sales, CRM, Operations) to analyse the gaps and ensure effective service delivery to the customers
* Ensuring better corporate performance through involvement in strategy formulation and policy making, corporate conformance through top management’s supervision surveillance and accountability to the stakeholders
* Create customer surveys and preference capture methods to develop a deeper understanding of our customers and identify new areas of opportunity
* Collaborate with web, digital, and CRM SMEs for requirements gathering and analysis, as required
* Analyse and recommend process changes to improve effectiveness of all customer communications channels.
* Participating in Business Reviews and creating proactive solutions and drive the idea and innovation within the team

**Liquid Hub (Formerly Annik) :Capgemini Group Company - July 27th 2015 - 27th January 2017**

**Sr. Data Analyst** – **Global Service Delivery Division (MS IT)**

**Job Responsibilities:**

* Maintaining, Analysing, reporting and support to forecast data for **Microsoft**
* Utilize knowledge of SQL programming, Excel and other optimization methods to perform quantitative and qualitative data analysis of big data
* Creating Reports using Microsoft Excel - Calculate with advanced formulas, organize worksheet and table data using various techniques and lookups, create and modify charts, analyse data using PivotTables and Pivot Charts.
* **Project Management**: New On-boarding Projects assigned by the SO’s/PM’s, Assistance/Stabilization & Handover of key projects to the team for production
* End to End Streamlining and Monitoring of all the On-boarding projects.
* Experience in Resource Planning, **MIS** and **Data Management**
* **Testing functionality (UAT)** and quality of tools developed by the development team and presenting and education business users and clients about new updates.
* Monitoring of the UAT Sessions/testing’s related to MSX/ISX – CRM

**MetLife: April 8th 2014 - March 6th 2015**

**Insurance Associate**

**Job Responsibilities: Experience in Underwriting: Risk Analysis**

* Calculating possible risk and deciding how much individuals or organizations should pay for insurance (the premium)
* Calculating the MCC i.e. Manual Claim Cost per employee
* Analyzing statistical data using specialist computer programs and Use critical thinking to make decisions and solve real-world problem

**Aon Hewitt: August 30th 2012 - June 28th 2013**

Team Member: **Marriott International - HR Outsourcing**

* Performing as an SME in multiple business processes to act as a knowledge resource to the team

**Project Management:** Handling Process Automation project for the removal of manual intervention and saving for time & FTE through QTP (Quick Test Professional

**CERTIFICATION AND ACHIEVIEMENTS:**

* **Nominated at Aditya Birla Capital Awards: Customer centricity Individual FY 2020-21**
* **Promoted as Manager – Group Policy Management FY 2019-20**
* TTT (Train The Trainer) Certified
* **Awarded with Star Performer for appraisal cycle – 2016**

**ACADEMICS:**

* BCA from Birla Institute of Technology 2009-2012
* Schooling from Army Public School (CBSE Board) – 2009

**PERSONAL INFORMATION:**

Date of Birth: 15 June 1990

Nationality: Indian

**HOBBIES:** During my free time, I take pleasure baking, listening to music and spending time with friends and family.

**References Available Upon Request**