

VAISHALI MORE

Sai Inclue, Flat No.404, Lane #1
Srikrishna Housing Society,
Manjari Budruk, 412307

Phone: 9960876265/7387540804
Email: vaishalim75@gmail.com
DOB- 08/02/1985

CAREER SUMMARY :

A fully committed, capable and confident assistant manager who possesses the required vision, ability, drive and enthusiasm needed for successful operation management. A highly organized and consistent individual who can quickly comprehend complex managerial scenarios. Now seeking to harness over 11.1 years of practical managerial, operational and customer service experience in a suitable leadership role.

KEY SKILLS :

PROFESSIONLE EXPERIENCE AND ABILITIES

- Feedback skills
- Knowledge of MS-Office especially Word, Excel and power point
- Planning Skills-ability to prioritize the tasks and deliver assigned task per deadlines
- Decision making and problem solving.
- Work scheduling that improves employee performance and reduces absenteeism.
- People management
- Ability to lead and work with cross- functional teams
- Motivating employees to do better.
- Process management capability
- Maintaining quality and productivity of team.
- Ensuring high levels of customer satisfaction.
- Superb oral and written
- Flexible, open to ideas and willing to learn.
- Knowledge of US property and casualty insurance
- Communication, coordination and analytical skills.
- Has a bias for action, superior implementation

CAREER HISTORY:

ASSITANT MANAGER (Feb 2015-Oct 2018,Client Operation property and casualty Insurance, EXL service.com Pvt ltd)

- Manage teams and ensure service level targets are met
- Motivate team members to strive for achievement of organizational goal and control attrition
- Monitor transactions on an ongoing basis and take corrective steps where necessary or make incremental improvements
- Provide coaching and feedback to team members to enable them to improve their performance
- Assist new hires such that they are productive on the floor in given time frame
- Handle escalations
- Provide inputs on process and system to the team members
- Compliance with internal policies and procedures, external regulations and information security standards
- Effectively manage queue and balancing of work loads
- Ensuring that staff do not get bogged down in mundane and repetitive tasks and working to create a constructive and challenging environment for them so that they will not get bored.
- When required rewarding and also disciplining the employees.

QUALITY ANALYST (Mar 2012 – Feb_2015 , EXL Service.com Pvt Ltd.)

- Responsible for the quality of transaction processed by advisors.
- Done transaction audit for onshore team and sending their weekly and monthly quality accuracy.
- Participated in all team level activities.
- Supported to the supervisor in all admin level activities
- Managed the team level activity in the absence of Assistant manager with the help of PE manager (Mar to July'14)
- Worked on data analysis for some projects with the help of PE manager

CUSTOMER CARE EXECUTIVE (14th Sept 2009- Mar 2012 , EXL Service.com Pvt Ltd.)

- Responsible for processing all transactions which were receiving by online.
- Responsible to complete daily target.
- Transactions related to fill up the all new business submissions in provided software applications and assign to underwriter as well as to rating team for further processing.

CUSTOMER CARE EXECUTIVE (31st Aug 2008 to 2nd July 2009, IBM BPO service Pvt ltd) & (2nd July 2007 to 9th Sept 2008, SPARSH BPO services ltd)

- Responsible for services such as assisting customers, solving customer problem, providing best service

EXTRA INITIATIVE AND TRAINING :

- Completed Property and Causality Insurance (US) Training named as INTRO and AINS-21 which is the online examination conducted by 'The institute' MA, US.
- Completed QC Certification module 4
- Migration done for all transaction for one line of Business in quality department
- Recognized by Extra milestone award for 2013
- Rewarded as best performer for 3rd Quarter of 2012, 2nd and 3rd Quarter in 2013.
- Recognized as best performer for 1st and 2nd Quarter in 2014.
- Recognized as best performer for 1st Quarter in 2016

EDUCATION:

BSC (Physics).	Shivaji University	2002-2005	Second Class
HSC (Science)	Kolhapur Board	2001-2002	Second Class
SSC.	Kolhapur Board	2000 -2001	First class

Regards,

Vaishali More