



## Sandeep Kumar

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*Goal oriented professional, targeting assignments in Insurance & Banking industry.*

### Personal Details

Add : Flat No. F4, A6, 2nd Floor, Hindon Vihar, Sector 49, Noida, Uttar Pradesh 201301

Sex : **Male**  
DOB : **10<sup>th</sup> Apr 1999**  
Marital Status : **Unmarried**

### Languages Known

- ENGLISH & HINDI

### Areas of Expertise:

- Insurance (Vehicle, Health & Life Insurance)
- Banking (Credit Card & KYC Verification)

**Employer : CogentEServices**

**Title : Team Leader**

**Experience : Oct 2021 to Feb 2024**

- Entered role as customer support executive, elevated to Team leader in 1 year through performance excellence and goal-oriented mindset.
- Oversaw banking (Axis Bank) processes at Cogent, managing a team of 15 while monitoring basic KPIs and upselling metrics.
- Oversee KRAs including shrinkage, attrition, AHT, NPS, quality score, escalations, sales, and multiple key factors of banking process.
- Maintained quality at 90% & sales at 85% through diligent monitoring.

**Employer : Intarvo Technologies**

**Title : CustomerSupportExecutive**

**Experience : Apr 2018 to Jul 2019**

- Worked in the KYC Verification of the backend process of banking industry.
- Was responsible for cross selling of different banking products.

### KEY SKILLS & COMPETENCIES

- Proven ability to manage & work accurately in adverse situation.
- Strong decision making and problem-solving skills.
- Teamwork, Collaboration, Responsiveness and demonstrate accountability & ownership

### **EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS**

- Completed Graduation (BCom) from Mangalayatan University in 2019
- Completed Intermediated (in Commerce) from Shivam Convent in 2016.
- Completed Matriculation from RJK High School in 2014.

### **TECHNICAL SKILLS**

- Well-equipped in MS Excel, MS Word, PowerPoint Presentation and Internet.
- Completed six months ADCA (Advanced Diploma in Computer Applications).

### **Trainings & Certifications**

- Trained in Organizational Risks & Client Centricity issues.
- Trained in Problem Solving & Decision Making & in Compliance issues.
- Presentation Skills & Coaching Skills

I hereby do solemnly affirm that the details furnished above are true to the best of my knowledge and belief. For any discrepancy found, I should be fully responsible. I assure you that, if given a chance to prove my abilities, I will leave no stone unturned.

**Date:**

**Place: Noida, Uttar Pradesh**

**(Sandeep Kumar)**