



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 : **10th Apr 1999**

Marital

Status : **Unmarried**

Languages Known

- **ENGLISH & HINDI**

Areas of Expertise:

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

Personal Summary

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

Work Experience

Employer : Ilead Auxiliary Private Limited
Title : Sr. Team Leader
Experience : June 2024 to till date

- Ensure compliance with organizational policies, SOPs, and audit requirements across all LOBs
- Drive team productivity through performance monitoring, quality checks, and data-driven feedback, resulting in improved KPIs and Business Improvement.
- Conduct regular coaching, mentoring, and performance reviews for team leaders and agents, fostering a culture of accountability and growth.
- Manage escalations and critical client communications, ensuring prompt resolution and maintaining service quality.
- Drive engagement initiatives, reward programs, and team-building activities to maintain high morale and low attrition.

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)