



SUMMARY

Senior Renewals Advisor with extensive experience in customer service and team management in Niva Bupa Health Insurance Company. Demonstrated exceptional product knowledge, resolving customer queries efficiently, and maintaining high satisfaction levels.

Proven ability to manage daily operations of 120 customer accounts, enhance team dynamics through team building activities and exceed goals through effective prioritisation. Previous role as Operator and Supervisor at Idemia involved managing workflow, correction and enrollments of aadhar cards.

Proficient in MS Office, MS Excel, CRM Tools,. Career goal includes leveraging expertise to drive operational excellence and customer satisfaction in a dynamic environment.

EDUCATION

Indira Gandhi National Open University

Masters in Business Administration
2022-2024

Lucknow University

Bachelor in Commerce
2015-2018

SKILLS

- MS Office
- MS Excel
- Internet, well versed with the usability of CRM and online tools.
- Complaint handling and resolution.
- Quality Assurance
- Database Management
- Willingness to learn
- Critical Observation
- Negotiation techniques
- Punctual
- Enthusiastic
- Positive Attitude
- Good communication skills
- Ability to grasp new skills quickly
- Capable of solving problems
- Leadership skills

PROFESSIONAL EXPERIENCE

Senior Renewals Advisor

Niva Bupa Health Insurance Company | March 2024- December 2024

- Resolved customer queries and problems using effective communication and providing step by step solutions.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.
- Built and maintained courteous and effective working relationships.
- Identified issues, analysed information and provided solutions to problems.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Oversaw daily operations of 120 customers.
- Enhanced working relationships by participating in team building activities.
- Created plans and communicated deadlines to complete projects on time.

Operator and Supervisor

IDEMIA | September 2021-August 2023

- Effective workflow management of team members.
- Managing the corrections and enrolment of new aadhar cards.
- Communicating and providing resolutions as per the needs of residents.