

# **GURUPRASAD .S. PEDNEKAR**

**ADDRESS:** Nilkant Soc.,  
Hanuman Nagar,  
Akurli Road, Kandivali (E),  
Mumbai- 400101.

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## **STRENGTH**

Positive Attitude, Sincere, Optimistic, Aggressive, Interpersonal Skills, Self-Confidence, Willingness to learn and to accept challenges, Highly Motivated and Believe in teamwork.

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## **PERSONAL DETAILS:**

- Father Name : Mr. Sharad Hari Pednekar
- Date of Birth : 29<sup>th</sup> Nov. 1992
- Nationality : Indian
- Religion : Hindu
- Gender : Male

## **EDUCATIONAL QUALIFICATION:**

- S.S.C. Passed from Maharashtra Board in 2008 (54.93%).
- H.S.C. Passed from Maharashtra Board in 2012 (64.33%).
- T.Y.B.M.S. Passed from Mumbai University in 2015 (55%).

## **ADDITIONAL QUALIFICATION:**

- ❖ IT Basic knowledge.

## **OTHER SKILLS:**

- ❖ Choose right company for Investment and Trading in Shares.
- ❖ Researching on right company for right investment for Long term and Short term Vision.

## **Additional Certification**

1. Stock Mind Certificate: - ICICI Direct – April 14

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## **WORK EXPERIENCE:**

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### **PROVIDENCE INVESTMENT CORP.PVT. LTD. (SEP'2024 to Present - Takeover Dec'25 Providence to Grit Real Life Insurance)**

#### **A. New Business Scrutiny/Underwriting, Pending Follow up -**

- Underwriting/Scrutiny of New business proposals as per respective insurer UW guidelines within the specified TAT'S, for 12 life insurance companies.
- Intimating Sales for pending requirements through mail/calls/chat box and follow up for issuance within the TAT.
- Coordination with all insurers by submitting requirements through email/portal upload and medical scheduling for pending cases.
- Maintaining daily MIS for the follow up with Sales and Insurer for Issuance within the TAT.
- Maintaining Monthly Insurer wise TAT MIS.
- Maintaining Proposal Form Received MIS for compliance purpose.

#### **B. Trainer -**

- Provide training to new employees.
- Explaining Overall process of underwriting & pending follow-up.
- Provide product description & our company policies service.

#### **C. MIS ACTIVITY -**

- USING VLOOKUP, PIVOT TABLE EXCEL'S FORMULA.
- DATA ANYALYSIS.
- DAILY BASIS CRM DATA UPLODED IN PORTAL.

#### **D. Emails/Escalations-**

- Resolving Assigned Tickets on Zendesk.
- Handling and resolving escalation received from Sales/DP/Insurer/Internal.

#### **E . SALES ACTIVITY -**

- Managing the team of sales coordinate & monitor in the team.
- Generating new business.
- Review of cases for decision quality and training.
- Ensure quality and uniformity of Login cases for audit checks, Risk management, feedback etc.
- Regular updates and revision of guidelines, Manual, forms etc.
- Grievance handling and escalated cases.
- Analysis of various data and presenting the same to the management (STP scrutiny fail reasons, Decision wise analysis, comparative study of industry practices etc.)
- Ensure consistent implementation of guidelines through regular QC and monitoring.
- Ensure regular review and updating of sales guidelines in consultation with Re-Insurer, CMO and take inputs from industry practices.

- Provide inputs and supports for process automation and improvement.
  - Manage sales Support team and ensure smooth functioning of cross selling.
  - To maintain daily sales report.
  - To generate leads through cold calling, database & references.
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## **Invictus Insurance Broking Service Co. Pvt. Ltd (OCT-2019 – OCT-2021) – Turtlemint**

### **Grade: Operation Executive**

### **Profile: Loan & Life Operations.**

#### **A. New Business Scrutiny/Underwriting, Pending Follow up –**

- Underwriting/Scrutiny of New business proposals as per respective insurer UW guidelines within the specified TAT'S, for 12 life insurance companies.
- Intimating Sales for pending requirements through mail/calls/chat box and follow up for issuance within the TAT.
- Coordination with all insurers by submitting requirements through email/portal upload and medical scheduling for pending cases.
- Maintaining daily MIS for the follow up with Sales and Insurer for Issuance within the TAT.
- Maintaining Monthly Insurer wise TAT MIS.
- Maintaining Proposal Form Received MIS for compliance purpose.

#### **B. Central Issuance Tagging**

- PAN India tagging of Issued cases in NINJA as per insurer MIS received for 12 Insurers.
- Ensuring accuracy in data capturing & timely rectification of the errors for achieving quality parameters decided by internal quality and audit team.
- Ensuring timely tagging of each case for timely payout release to partners.
- Maintaining MIS for the issuance tagged on daily basis for timely payouts to respective partners.

#### **C. MintPro –**

- Verification of payment of mint pro cases through payment receipt attached in chat box or through Insurer MIS.
- Resolving queries of sales and DP during login journey through Mint Pro.
- Cancellation of Test and payment not done entries.

#### **D. Emails/Escalations-**

- Resolving Assigned Tickets on Zendesk.
- Handling and resolving escalation received from Sales/DP/Insurer/Internal.

#### **E. Partner/Sales Servicing, Policy Servicing and Refund Follow up.**

- Coordinating with advisory and Sales.
- Follow up with insurers for Cancellation & Refund.
- Coordinating with insurer for Policy Servicing.

## **F. Trainer -**

- Provide training to new employees.
- Explaining Overall process of underwriting & pending follow-up.
- Provide product description & our company policies service.

## **Knowledge Acquired**

- MIS and Reports
  - Ninja – (New insurance journal and audit system)
  - Zendesk
  - Life Insurance Login to Issuance process knowledge for all the insurers
  - UW & FTR Knowledge – underwriting and scrutiny purpose
  - Analysis of Sales Pending Data
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## **ROBINHOOD FINANCE SERVICES IN LOAN & LIFE INSURANCE: - FROM OCT 2016 TO OCT 2019.**

### **Grade: Sr. Relationship Manager.**

- Assessment of Risk as per the companies' philosophy and supporting documents.
  - Managing the team of sales coordinate & monitor in the team.
  - Generating new business.
  - Review of cases for decision quality and training.
  - Ensure quality and uniformity of Login cases for audit checks, Risk management, feedback etc.
  - Regular updates and revision of guidelines, Manual, forms etc.
  - Grievance handling and escalated cases.
  - Take up project to improve the productivity and efficiency of operation functions.
  - Analysis of various data and presenting the same to the management (STP scrutiny fail reasons, Decision wise analysis, comparative study of industry practices etc.)
  - Ensure consistent implementation of guidelines through regular QC and monitoring.
  - Ensure regular review and updating of sales guidelines in consultation with Re-Insurer, CMO and take inputs from industry practices.
  - Provide inputs and supports for process automation and improvement.
  - Manage sales Support team and ensure smooth functioning of cross selling.
  - To maintain daily sales report.
  - To generate leads through cold calling, database & references.
  - To explain customer about features & benefits of the product.
  - To help the customer to complete the documentation and application formalities.
  - To coordinate with the team member in order to achieve organizational goal.
  - To manage excellent Relationship with client in order to generate for further business.
  - To support team in generating new business & take the initiative for new sales.
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## **Intelnet Gobal Service BPO Pvt Ltd.(HSBC Bank)**

**Organization** Intelnet Gobal Service.

**Duration** 23<sup>rd</sup> Mar 2015 to 26<sup>th</sup> Oct 2016 .

**Profile** Customer Service Associate

### **Knowledge Acquired:**

- MIS and Reports
- CRM Knowledge (Service related coordination)
- Maintaining Excel reports
- Documentation(Pending Documents received process work in workflow)

### **LANGUAGES KNOWN:**

- English, Hindi & Marathi

### **HOBBIES:**

- Research on Share, Enjoy Meeting new people, Surfing net and exploring places.

### **DECLARATION**

I hereby solemnly declare that all the statements made in the above application is true and correct to the best of my knowledge and belief.

**Place: Mumbai**

**Yours Sincerely**

Date:

Guruprasad S Pednekar.