

HATHIRAM NAIK BHUKYA



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CAREER OBJECTIVE:

A skilled and experienced engineer with expertise in competitive technical, customer service, insurance knowledge and team management. In-depth experience of regulatory compliance, statistical analysis, improvements and strategic planning. Looking for a challenging position to utilize my strengths and abilities in the mention field.

PROFESSIONAL EXPERIENCES:

- Working as Senior Executive – Personal Line Broking (DM) in India insures risk management and insurance broking services Pvt Ltd Hyderabad from 5th December 2022 to Till Now.
- Worked as Customer Care Associate in DCB Bank at Secunderabad, Hyderabad from 2nd September 2021 to 28th September 2022.
- Worked as Senior Executive – Digital Business in Shriram Life Insurance Company Ltd at Kukatpally, Hyderabad from 15th March 2021 to 15th August 2021.
- Worked as Business Associate in Altruist Customer Management India Private Limited at Chennai from 22nd July 2019 to 19th January 2021.
- Worked as lecturer in VKR & VNB Polytechnic College at Gudivada, Krishna Dist., India from 10th May 2017 to 10th April 2019.
- Worked as Production Engineer in Asahi switchgear products ltd, at Hyderabad, India from 15th April 2013 to 30th April 2017.

ROLE AND RESPONSIBILITY:

Senior Executive – Personal Line Broking(DM):

- Maintaining up-to-date knowledge on insurance industry trends, insurance providers, and the insurance market
- Ensuring clients get the best deal on suitable insurance
- Calculating insurance premiums for Travel, Life, Motor and Health insurance
- Collaborating with other Insurance Agents, Insurance Underwriters, and other professionals
- Explaining insurance policies/ensuring clients understand the insurance product.

- Renewal business/Selling insurance policies/recommending insurance plans and life insurance.
- Worked for Travel, Life, Motor, Cargo,Fedility,GPA,GMC and Health insurance renewal business and fresh business
- Maintaining a track record of team progress and documenting the same to make accurate reports
- Maintaining database of customer records and saving MIS reports
- Handling escalations and corporate policy porting, migration (GMC Policy)
- Coordinating with different types of TPA and helping customers with claim related queries.
- Communicating goals and targets with team

Customer Care Associate:

- Handling and resolving customer complaints/ queries over phone
- Providing customers with relevant product and service information
- Responsible for servicing customers over phone on various products and services offered by Bank
- Maintaining good service levels and cross sell bank products via call
- Adhering to timelines and maintaining discipline on the floor

Senior Executive – Digital Business:

- Prospecting, lead-generation and development of new accounts
- Engaging in a consultative mode to understand and capitalize on clients needs
- Infectious drive to exceed individual and team revenue goals.
- Build a strategic plan for your client that focuses on customer understanding, relationship building
- Collaborate with internal teams to create effective marketing solutions and drive results for clients
- Travel when necessary to meet clients in person at Office conferences and client meetings

Business Associate:

- Make outbound retention calls to current customers in a high-intensity to retention customer for all product lines and present customer products information.
- Identifies and resolves customer issues & Respond to customer queries and address service complaints in a timely manner
- Educate customers on active product features, service offerings, billing, charges, and product value & Explain customers about new products and benefits.
- Research and review competitive pricing and service offerings in order to provide competitive price and product comparisons based on customer needs.
- Responsible for utilizing multiple customer databases to access, change or input account information for customers
- Provide outstanding customer service, troubleshoot and resolve service and minor technical problems for customers by asking appropriate questions.

- Creatively negotiate pricing and bundling by making offers of credits and/or discounts according to Company guidelines.
- Achieve monthly key performance metrics, call and call quality performance through utilization of persuasive skills, defined call flow structure, and adherence to provided schedule.
- Provide excellent customer services and ensure customer satisfaction

Lecturer:

- Teaching: 18 hours per week. Practical/ tutorial of 2 hours is treated as a teaching load of 1 hour.
- Planning and Implementation of Curriculum Development
- Development of Resource Material
- Participation in Co-Curricular and Extra Curricular Activities
- Student guidance and counseling and helping in their career shaping and personality development
- Self-development through up-gradation of knowledge and skills

Production Engineer:

- Planning with Production Manager in collateral for the production schedule & assisting the Production Manager
- Allotting works to shop floor Supervisors and carryout production as per schedule.
- Monitor and achieve daily production schedule
- Receipt (as per BOM)/Use/Return of unused material from/to stores. Inform status of material required and Taking required/related material from stores
- Review of drawings and obtain clarifications and providing guidance to supervisors and Guiding operators as per the drawings
- Maintenance of Identification of material products as per work order number/panel number
- Maintenance of calibration records and calibration of equipment and tools as per list and Ensuring calibration of Equipments.
- Maintenance of records of fitment list (traceability) and other items with ISO and work order identification
- Preparing and attending the ISO, EMS & OHSAS Audits
- Ensuring quality of inward materials, in process and QC checklists
- Review and Ensuring filling of check sheets and ensuring self inspection of process by operators
- Carrying of maintenance of Machinery and recording the same
- Core process group member in EMS (ISO: 14001) & OHSAS (18001:2007)

ACADEMIC QUALIFICATIONS:

Year	Course/Degree	Institution	Board/University	Aggregate (%)
2011-13	M.TECH(PEED)	ANURAGENGG. COLLEGE, KODAD.	JNTUH	73.25
2008-11	B.TECH(EEE)	VIGNAN INST.OF TECH&SCI DESHMUKHI.	JNTUH	62..68
2005-08	DIPLOMA(EEE)	JNGP, RAMATHNAPUR.	SBTET	62.52
2004-05	SSC	S.V.MODELSCHOOL, MIRYALAGUDA.	BOARD OF SECONDARY EDUCATION	69.50

TECHNICAL SKILLS:

- MS Office (Word, Excel, PowerPoint)
- Internet and E-mail Applications

STRENGTHS:

- ◆ Implement new ideals, concepts, methods and technologies to support business objective.
- ◆ Quick study that rapidly assimilates into organization and aggressively employs.
- ◆ Thrive in both independent and collaborative environments.
- ◆ Enjoy a challenging, work well under pressure, patient flexible, and self-confidence.

PERSONAL PROFILE:

Spouse Name: BALAMMA
Date of Birth: 22AUG1990
Gender: MALE
Marital Status: MARRIED
Nationality: INDIAN
Passport No: N1120453
Languages known: TELUGU, HINDI, ENGLISH
Address:

HATHIRAMNAIK BHUKYA S/O BADYA NAIK,
JALUBAITHANDA (VILL), RAINPALEM
(POST), MIRYALAGUDA (MAN),NALGONDA (DIST),
TELANGANA, INDIA, PIN: 508207.

DECLARATION:

I hereby declare that the above details furnished are true to the best of my knowledge.

(HATHIRAMNAIK.B)