

## Sandeep Narayana Devadiga

### Address :

203, Harmony Signature Tower, Owala,  
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**Call On :** +918369620570

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### Objective

To obtain a position with your company that will allow the opportunity to utilize my skills and experience for mutual growth and advancement.

### Profile at a glance:

- Over 15 years of experience delivering a vast range of information and services to diverse customers.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

### Work Experience:

#### Assistant Manager - Way2Wealth Insurance Brokers Pvt Ltd (21<sup>st</sup> April 2016 – At Present)

#### Job Description

- Responsible to drive Team for achieving required Service level Agreement (SLA) for Life and Non-Life Product.
- Co-ordinating with Insurer for claim processing.
- Conducting Training and Test of the employees to ensure team is updated with the product and process.
- Ensuring quotes are sent on time and assisting internal and external sales team on service and sales related queries.
- Co-ordinating with operations team with all the Insurance Companies to ensure timely policy issuance and other service parameters like complaints or change request.

**On-line Sales Expert – Medimanage Insurance Broking Pvt. Ltd. (17<sup>th</sup> November 2014 – 19<sup>th</sup> April 2016)**

**Job Description**

- Communicate regularly with potential clients to offer Health Insurance deal based on their financial status, requirements and needs, including physical conditions of the individual.
- Explain feature, advantages, and exclusions of various policies to promote sales of health insurance plans. Review and resolve customer complaint within stipulated time period.
- Ensure those policy requirements are fulfilled, including any necessary medical examination and completion of appropriate forms. Monitor and maintain customer's record till policy issuance.

**Relationship Manager - Cambist Consultants (Airtel process from 12<sup>th</sup> February 2013 – 13<sup>th</sup> November 2014)**

**Job Description**

- Created and supported client retention strategies for existing customer base.
- Strengthened working relationships with clients, utilizing excellent communication techniques. Acted as one point of contact for customers.
- Created and maintained rapport with corporate clients through periodic and meaningful visits or calls to proactively address concerns and bandwidth requirements.

**Sales and Verification Officer - ICAN BPO Pvt. Ltd.(From 8<sup>th</sup> August 2011 – 13<sup>th</sup> October 2012)**

**Job Description:**

- Answered calls forwarded by sales professional, making it sure that customer is aware of each and everything about the product
- Described products, responding to questions and clarifications and securing the sale of the products as well as gathering personal information of the client assuring them of confidentiality.

**Verification Officer- HDFCERGO General Insurance Company Ltd.(From 9<sup>th</sup> July 2009 to 4<sup>th</sup> August 2011)**

Job Description:

- Calling Bank customers and introducing the Health Insurance products which they have agreed for and making sure that customer is aware of each and everything about the product.

**Customer Service Representative - Page point Service Ltd. (From 7<sup>th</sup> December 2008 to 7<sup>th</sup> July 2009)**

Job Description:

- Deal directly with Airtel customers on phone, respond promptly to their inquiries and delivering accurate information on time for customer satisfaction.

**Education Qualification:**

- Insurance Broker Examination – Qualified as BQP (Direct Life and General Insurance) (2021)
- PGDM (Banking, Investment & Insurance) -Welingkar Institute - Mumbai (2016)
- T.Y.B. Com – CMJ University (2012)
- H.S.C. – Chembur English School & Junior College (2004)
- S.S.C. – Hindi High School English Medium (2001)

**Personal Details**

**Date of Birth:** 30<sup>th</sup> April 1986

**Languages Known:** English, Hindi, Marathi, Kannada & Tulu