

SATENDER KUMAR

CONTACT

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CORE QUALIFICATIONS

- Process improvement
- Team management
- Very good logical and analytical skills.
- Excellent interpersonal and decision making ability
- Customer satisfaction focused

INTERESTS

Hobbies: Reading Books and Cycling

LANGUAGES

- Can speak, Read, and write Hindi and English.

LANGUAGES

English, Hindi: First Language

- | | |
|---|----|
| English: | B2 |
| <div><div></div><div></div><div></div><div></div><div></div><div></div></div> | |
| Upper Intermediate | |
| Hindi: | C1 |
| <div><div></div><div></div><div></div><div></div><div></div><div></div></div> | |
| Advanced | |

HOBBIES

- I like to travel all over India on vacations.
- Loves tracking on mountains.

Distinguished professional with strong attention to detail in evaluating financial portfolio. I am on a mission to simplify life insurance, making every Indian household financially secure. Committed to designing tailor-fit plans to enhance growth and stability for clients.

EXPERIENCE

July 2021 - Current

- Client Service Executive *Bajaj Capital Insurance Broking Pvt*, New Delhi, India**
- Handling customer's requests and complaint regarding Life Insurance.
 - Handling compliance department From 06 Oct 2022 to as on and having experience in handling complaints from clients, IRDAI.
 - Responded to client's queries in a timely and professional manner.
 - Identified customer needs and provided solutions for swift resolution for his escalation and complaint.
 - Increased positive customer experiences by successfully resolving conflicts.
 - Drive to ensure zero regulatory penalties
 - Highlight any exception, non-compliance and potential issues to management.

June 2020 - September 2021

- Corporate Accounts Manager *Tata AIA Life Insurance, HDFC bank Channel*, Narnaul, India**
- Completing monthly Life Insurance login target as a Corporate Accounts Manager in HDFC Bank on pay roll of TATA AIA Life Insurance also helping organization to gain maximum mindshare of the channel partner, thus meeting targets and improve market share in the industry.
 - Actively listened to customers to fully understand requests and address concerns at channel partner level.
 - Exceeded goals through effective prioritization and consistent work ethic.

Team Member *Arcis e services* , GURUGRAM, HARYANA

- E-services India in Max Life Insurance Voice sales Process from March 2019 to Apr 2020.
- Drove team success by completing allocated tasks quickly and accurately.
- Used strong communication skills to build positive customer relations, maintaining first-class company service and reputation.

EDUCATION

2017

BBA Accounting

Maharishi Dayanand University, Rewari, HR

2014

12th Commerce

Sunglow International School, Rewari, HR

CGPA: 58.9

2011

CBSE General

Kendriya Vidhyalaya Konsiwas Rewari, Rewari, HR

CGPA: 5.6