

Resume

Sharad Srivastava

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Objective:

Maximizing resources and improving bottom line through expert leadership in quality service, staff development, cost control and visionary P&L management. With an extreme accounting experience from 2004-2008 part Managerial experience from September- 2012 to till date (hiring & training & managing) (as job function changed from September- 2012), which can give value added to my future organization. Providing effective solutions that produce immediate impact and contribute to long-term success.

OPERATIONS MANAGEMENT	STAFF DEVELOPMENT	CUSTOMER SERVICE
Management	Recruiting/Hiring	Customer Satisfaction
Multi-site Operations	Talent Optimization	Increased Business
Hospitality Management	Training & Coaching	Customer Retention
Food & beverage Operations	Motivation/Employment	Quality Assurance

Experience(s):

- **Customer service consultant** claims in **Shubhi Sales Jabalpur** (Superstockist of Wipro, Monginis, etc.) (September-2012 to August-2018).
- **Associate Service Consultant** claims in **Policybazaar.com** (CRT – Health Insurance claims & Travel Insurance claims) from 04 September-2018 to 22 June-2021. (Web Aggregator and later Broker)
- **Assistant Manager**- Complaints and Escalations of Claims (Grievance Redressal Team) in **Niva Bupa Health Insurance Company** (Formerly known as Max Bupa Health Insurance Company) from 23 June, 2021 to 09th July-2022.
- **Manager** Claims in **A&M Insurance Brokers Pvt. Ltd.** From 11 July-2022 to 09 August_2023
- **Manager** CRM (Claims Escalations) in **Paramount Health Services & Insurance TPA Pvt. Ltd.** From 10 August_2023 To 16th August_2024
- **Senior Manager Health Insurance (Worldwide Insurance Brokers Ltd.** From 20th August 2024 Till Date

(Experience of Grievance & Escalations in Web Aggregator, Broker, Insurance Company & TPA)

Professional Experience and Achievements:

- Performed regular investigation on all third party damages and various loss facts and Reviewed claim files and ensure appropriate coding for all claims.
- Handling staff on their shifts, assigning duties for them and keep the record on a daily basis and Maintained financial records.

Associate Service Consultant in Policybazaar.com

- Communicating to Clients or Customers through email within given TAT.
- Helping the customer in claim processing and attending the escalation cases.
- Adhering to the schedule as prescribed by Management.
- Providing the training and assistance to junior staff of our team.
- Taking care of the team in the absence of TL.
- Conveying the client requirements to the team with regards to the process.

Assistant Manager - Complaints and Escalations in Niva Bupa Health Insurance Company

- ☐ Responsible for handling complaint cases and handling emails and customer letters.
- ☐ Ensure closure of all complaints within internal TAT and ensure 100% RCA for all complaints.
- ☐ Average number of days in resolving the complaints should not be more than 14 days.
- ☐ Retention of customers. Working on CEO escalations and settling difficult or complex claims with managing GRO cases.

Manager Claims in A&M Insurance Brokers Pvt. Ltd.

- Supervising day-to-day operations in the customer service department.
- Responding to customer service issues in a timely manner.
- Creating effective customer service procedures, policies, and standards.
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.
- Maintaining accurate records and documenting all customer service activities and discussions.
- Hiring and training new customer service agents.
- Supervised all claim examiners to process claims for one product lines.
- Prepared various reports for claim adjudication for various examiners.
- Provided required actions for various processes.
- Monitored all disability claims and ensured compliance to all audit requirements.
- Reviewed claim files and ensure appropriate coding for all claims.
- Determined all performance development plans.
- Conducted interview with various prospective clients and assisted to hire appropriate personnel.

Manager CRM (Claims Escalations) in Paramount Health Services & Insurance TPA Pvt. Ltd.

- Creating and executing customer relationship management campaigns that aim to increase customer loyalty.
- Creating a set of universal customer relationship procedures and implementing them at every level of the company.
- Analysing customer journeys and looking to increase sales based on the received information.
- Supervising the organization's direct communication with customers and promptly solving any issues.
- Dividing the customer database by certain relevant customer characteristics and personalizing the approach accordingly.
- Using existing customer information to identify new potential customers and target audiences.
- Implementing new and more cost-efficient communication channels with customers.
- Constantly testing all customer interaction procedures and making sure the most efficient approaches are always prioritized.
- Coordinating multiple departments regarding their customer interactions and finding ways to increase the level and effectiveness of their cooperation.
- Constantly studying the organization's direct competitors and analysing how they handle customer relationships
- Communicating directly with customers and acknowledging their issues.

Key Performance Indicators:

1-Complaint Resolution, RCA Of complaints, Complaints resolution time and Audits

Skills:

- Good knowledge of Tally ERP9 & CRM
- Confidence.
- Good communication and interpersonal skills with patience

Strength: Creativity, regularity, self-confidence & positive attitude & patience.

Academic Qualification:

- High School Certificate Exam from Central Board of Secondary Education, Noida.
- Higher Secondary from U.P. Board, Basti.
- Complete (Graduation) B.Com from University Of Allahabad.
- M.Com. from CSJM University.

Technical Qualification:

- 1-Diploma in financial accounting with Tally ERP, Computer Application and MS-Office.
- 2-Worked on Dataman Software & Tally ERP & CRM.

Personal Profile:

Name : Sharad Srivastava
D.O.B. : 1st Feb, 1986
Father's Name : Late Dinesh Chandra Srivastava
Address : 227, Triveni Nagar, Naini Allahabad
Marital Status : Married
Gender : Male
Languages Known : English & Hindi

Declaration:

I hereby declare that the above information given by me is true.

Place:_____

Date:_____

(Sharad Srivastava)