

# ONKAR SIMRAN

16 YRS+ IN CUSTOMER SERVICE (CRM), OPERATIONS, MIS & ADMIN

Achieving optimum performance for the Co. & satisfaction for self, using synergy provided by the self-best and the Company's opportunities. To enhance managerial skills by determination, dedication & contribution in overall growth of Company



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## WORK EXPERIENCE

### Customer Care Executive

#### Sidra Healthcare

10/2022 - 01/2023

Dubai (UAE), 4 months

Sidra Healthcare offers a wide range of domiciliary care service for people in need of special homecare such as Doctor/Physio/Nurse at Home, Lab tests/PCR/IV at home, Special Home HealthCare facilities for Motherhood and Elderly people.

- **Support:** Interacting with Inbound calls, online chats, emails, inquiries from clients & patients concerning to Homecare services, test packages, insurance coverage, billing, claims and refunds
- **Tasks:** Scheduling Appointments/Special Consultations/Booking Reschedules/Reminders/Cancellations for customers and intine follow-up with Service providers for Medical reports
- Maintaining Daily MIS and Collection reports

### Head - Customer Relations

#### Cascade BuildTech Pvt. Ltd.

04/2020 - 08/2022

Mohali (Punjab), 2.5 yrs

A reputed Channel Partner firm, that partners with pioneer Builders to market, promote, invest and sell their properties and other related services in Tricity.

- Leading Operations & CS team of 5 people & acts as Maven & Strategist
- **SPOC** : Management & HODs for all Internal reporting, Builders/Brokers & HNI Clients for Payments/Commissions/Incentives and other records
- **MIS & Reporting** : Periodical NB, Dues & Collection reports, Data analysis & Presentations, BVA reports, Inventory, Commission/Incentive payouts & other performance reports
- **Operations** : Administer all Residential/Commercial projects (like HLP Palmillas, HLP Phase 2&3, HLP Homes, Balaji Homes, Prestige Towers, Mohali City Center, Mona City Homes, Aura Homes, Middalian & other Open Market projects) and weekly Project visits
- **Post Sales** : Booking/Demand/Allotment/Buyer-TPA-PTM agreements/ CLP payments/Registry & Possessions/NOC/Service & Maintenance agreement/Re-Sale/Transfer/Cancellations & Refunds/Recovery/Unit Merger/Lien, RERA guidelines & other regulatory documentation
- Query resolution & Loan Disbursement follow up with Banks/Clients
- Monitoring effectiveness of Service delivery & nurturing positive relationship with Brokers/Clients. Document archival & Dispatch

### Sr. Manager - Customer Relations

#### Chandigarh Citi Centre (CCC)

10/2019 - 03/2020

Zirakpur (Punjab), 6 months

Designed in sprawling 10 acres of bustling VIP road, Zirakpur, CCC is biggest commercial plaza with unique concepts in Commercial (Alfresco F&B Kiosks, Bay Shops, Soho Suites), Retail & Office Spaces, Open Air Amphitheatre & Residential Suites under one roof.

- Leading Operations & CS team of 8 people. Analyzing & sharing NB, Collections, Dues & other performance reports with Seniors & MGMT
- Competently addressing escalated cases, evaluating Cust. needs & monitoring relationships with existing clients through CRM systems
- Managing Booking/Demand/Receipts/Allotment/CLP payments/PTM/TPA/Buyer agreements/Registry/Possessions/NOC/Transfer/Cancellation/Adjustments/ Refunds & Maintenance agreements
- Liaising with Banks/NBFCs/Govt. deptt. for Disbursements, Registry related issues, NOC, EMI, Interest, Refunds and Commissions
- Assured returns, Lease Guarantee & Subvention scheme payments
- Monthly MGT meet & Team reviews to access anomalies & draft new process & strategies

## SKILLS & COMPETENCIES

Focused & Goal Oriented

Process Management

MIS & Reporting

Cust. Service & Retention

Leadership & Team Work

Project Management

Influencer & Persuasive

Creativity & Presentations

Adaptable, Positive attitude

## HONORS & ACHIEVEMENTS

Honored Emp. of the MONTH twice for Retention - Ubberr

Reporting to MD, Got 3 promotions from year 2012 to 2016 - Emerging India

Collected 5 lacs Renewal & achieved "SPOT ki STAR" in SPOT revival contest - HDFC Life

Provided Training sessions on Form Filling/AML guidelines/Underwriting to Agency team - HDFC Life

Achieved 140% in Dec 2011, 105% in Mar 2012 of Renewal collection targets - HDFC Life

Got appreciations from HO & Seniors month-on-month for churning old renewal base - HDFC Life

Got laurels & certificates in Gurbani & Kirtan

## LANGUAGES

English

Expert

Hindi | Punjabi

Native or Bilingual

## WORK EXPERIENCE

### Customer Relationship Manager

Ubber Buildcon Pvt. Ltd.

09/2017- 09/2019

Derabassi (Punjab), 2 yrs+

Ubber Group is one of region's most innovative developers specialized in Apartments, Plots, Villas & Commercial Shops in Tricity

- Leading Operations team of 6 people & accountable for 2 major projects Golden Palms, Palm Heights
- Analyzing & sharing fresh Business, Collections, dues & Performance reports & Monthly Team reviews with Co. MD
- Managing Demand/Booking/Receipts within TAT/Allotment/ CLP payments/PTM/TPA & Buyer agreements, Registry Possessions/NOC/Transfer/Cancellation/Refunds & Maintenance agreements
- Liaising with Banks/NBFCs/Govt. depts./Accounts for Disbursements, Registry issues, NOC, EMI, Interest, Refunds & Commissions
- Dealer/Customer grievances & maintaining Service quality standards

### Assistant Manager - Operations

Emerging India Real Assets Pvt. Ltd.

12/2012- 08/2017

Chandigarh - 30 Branches of North, 4.5 yrs+

- Analyzing & sharing MIS & Performance reports of CHs/BHs/Emp. & ECPs with Seniors/Management. 2 projects – One BK, Emerging City
- Generating Receipts, Allotment letters, Buyer agreements, Renewal letters, Renewal Collection/Refunds, Level Commissions & Incentives, Liaisoning with Accounts for Suspense & Commission clearance
- Rolling Contests/Draw/Targets/Project Presentations & Review reports, Welcome Letters, Collection & Booking from Draw winners. Servicing & Resolving queries from Branches, HO team, Banks & Clients

### Agency Support Officer

HDFC Standard Life Insurance Co. Ltd.

12/2010- 04/2012

Patiala (Punjab), 1.5 yrs

- Agency MIS, NB Login, Underwriting & Quality Checks
- Commission Chq Tracker, Surrender & Refunds processing, Persistency &
- Revival collection, Handling Cash/Chq Banking, Dispatch MIS
- IRDA Candidature De-duplication check & Licensing MIS, IRDA Exam Rescheduling,
- Exam Confirmation MIS, Code Generation, Rejection Tracker,
- Handling walk-in Customer / Sales queries

### Branch Operations Executive

Reliance General Insurance Co. Ltd.

07/2007- 06/2010

Patiala (Punjab), 3 yrs

- Operations MIS, Handling Cash/Chq Banking, Policy Issuance - Motor & Non Motor, Underwriting & Quality Checks
- Endorsement Processing, CMS Claims updation, Cover-Note Recon,
- Dispatch, Co-ordinating with Regional Processing Center
- Handling walk-in Customer/Sales queries, Other Policy Administration

### Sales Officer

ICICI Lombard General Insurance Co. Ltd.

05/2006- 06/2007

Patiala (Punjab), 1 yr+

- Home Loan Insurance Sales, Customer Service, Retention

## TECHNICAL SKILLS

Google Docs, Excel, Word  
PowerPoint, & Outlook

Redirect problems to  
Appropriate Resources

People Management

Time Management

Calm & Composed with  
Agitated Customers

Anticipate issues &  
Conflict Resolution

Competent & Analytical

End User Support

Solicit Cust. Feedback to  
Improve Service

eCRM, LifeAsia, 4QT,  
ICM, BizBook, Wonders

## SOFT SKILLS

Decision-making

SWOT Analysis

Brainstorming

Communication

Critical Thinking

Multi Tasking

## INTERESTS

Yoga

Music | Gurbani Kirtan | Stitching | Painting

Forex | Share Trading | Stock Market Analysis

Travel | Mountaineering | Adventure & Sports

## EDUCATION

### Master of Business Administration

Kurukshetra University, Haryana

05/2006- 06/2009

MBA

### Bachelor of Arts

Punjabi University, Punjab

04/2003- 04/2006

BA

### 1 Yr DIPLOMA in Computer Applications

Leo Computers, Patiala

06/2006- 05/2007

Diploma