

Vishnu ps

Senior Operations Executive/Customer service Executive



PROFESSIONAL SUMMARY

Highly accomplished Senior Operation Executive/Customer Service professional with over 5 years and 6 months of experience in leading and managing teams to deliver exceptional customer experiences. Proven track record of driving operational efficiency, improving processes, and implementing strategies to enhance customer satisfaction and loyalty. Strong leadership abilities, with a focus on fostering a positive work culture and motivating teams to exceed performance targets. Excellent communication and problem-solving skills, with a demonstrated ability to handle complex customer issues and provide effective solutions. Seeking a challenging role to utilize my expertise in operations and customer service to drive business growth and success.

SKILLS

- ✓ Extensive experience in customer service, with a focus on providing exceptional customer experiences
- ✓ Proven track record of achieving and exceeding sales targets and KPIs
- ✓ Strong problem solving and decision-making abilities, with a focus on finding innovative solutions to improve operational efficiency and customer satisfaction
- ✓ Extensive knowledge of customer service best practices and strategies, with the ability to implement and improve processes to enhance customer experience
- ✓ Proactive and results-oriented, focusing strongly on driving continuous improvement and operational excellence

PROFESSIONAL EXPERIENCE

Manappuram Finance Limited

Senior Operations Executive | Jan 2023 - Jun 2023

Thrissur, India

- Oversee and manage daily operations of the organization
- KYC Verification
- Experienced in documents auditing
- Physical File Verification With (TAT) Maintaining
- Finding The (HRQ) High-Risk Query
- Kyc cross verification
- Clearing Query of relationship officers
- Checking policy violation of customer Loans
- Reporting to the chief operating officer about the company processes and procedure
- Developing company policies and ensure compliance
- Improving business functionally to align with core business objectives
- overseeing human resources development policies , training and performance review
- promoting efficiency by implementing improved operational procedures
- Develop and maintain strong relationships with clients and stakeholders

Manappuram Finance Limited

Assistant Branch Operations Executive/customer Service Executive | Jul 2019 - Jan 2021

Delhi/Mumbai, India

- Help implement policies and procedures to ensure efficient and effective branch operations.
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- I followed monitoring and managing branch cash levels and ensuring proper cash handling procedures
- Assisting in the training and development of branch staff

- Coordinating with other departments to resolve customer issues and ensure smooth branch operations
- Maintaining accurate records of all transactions and ensuring compliance with banking regulations
- Handling customer inquiries and providing excellent customer service
- Meet personal/customer service team sales target and call handling quotas
- Strong phone contact handling skills and active listening
- Experience at client service representative track record of over-achieving quota
- follow up to ensure resolution keep records of customers
- Identifying and assess customers, needs to achieve satisfaction
- Maintaining the TAT in the timely disbursement of a gold
- Build Sustainable relationship and trust with customers accounts through open and interactive communication
- Assisting in the overall management and operation of the branch

Manappuram Finance Limited

CCTV Operator | Sep 2018 - Jul 2019

Thrissur, India

- Monitor and operate CCTV cameras and related equipment to ensure the safety and security of the premises
- Monitor live video feeds and review recorded footage to identify any suspicious activities or incidents
- Respond quickly and appropriately to any emergencies or security breaches, including contacting the authorities
- Maintain accurate and detailed logs of all activities, incidents, and observations
- Conduct regular inspections and tests of CCTV equipment to ensure proper functioning and make any necessary repairs or adjustments
- Stay updated on the latest security procedures and technologies to effectively perform job duties
- Provide help and support to other staff members and visitors as needed

Organizational Skill

- Team coordination
- Communication
- Operation Management
- Ability to Solve Problems
- Time Management
- Decision Making
- Adaptability

EDUCATION

BBA | bharathiar university

Business - Nes College | May 2018

Valappad, India

LANGUAGES

- English - Bilingual or Proficient (C2)
- Malayalam - Bilingual or Proficient (C2)
- Hindi - Bilingual or Proficient (C2)
- Tamil - Bilingual or Proficient (C2)

REFERENCES

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Manappuram Finance Limited | Senior Operation Executive Team Leader

CONTACT

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