



## CONTACT ME

- +971569899329
- anandhukb78@gmail.com
- Royal beach Restaurant  
Building, Hamdan Street,  
Abu Dhabi- UAE
- Visa Expiry: 03/11/2023
- DOB - 14/07/1994
- Pass port ID- P1906519
- Languages Known- English,  
Hindi, Malayalam, tamil
- Marital Status- Married

## EDUCATION

### B.com

**M G University/CMS College Kerala, India**  
2012-2015

### Higher Secondary

**Kerala Board of Examination/St Mary's HSS**  
2010 - 2012

### Metriculation/SSLC

**Kerala Board of Examination ,High School**  
2010

## SKILLS

- Communication
- Analytical skills
- Adaptability
- Presentation Skills
- Interpersonal Skills
- Problem Solving
- Team player

# Anandhu K B

## Customer Service Manager, Operations

### ABOUT

I am a B.Com graduate with 5 years of experience in the Customer Service, Operations of the Insurance sector. Throughout my career, I have been involved in various aspects of insurance operations, including customer data management, KYC verification, claims processing, and customer service. I have a solid understanding of insurance principles, customer management and I am skilled in using industry-specific software and systems. With my strong analytical, problem-solving, and communication skills, I believe I can contribute to the success of your organization in enhancing operational efficiency and customer satisfaction.

### WORK EXPERIENCE

#### Branch Service Manager, Operations

**Aditya Birla Financial Services Pvt Ltd I**  
**Kottayam Kerala, India**

2022 May - 2023 July

- Managing branch operations and effectively coordinated staff to ensure smooth day-to-day functioning.
- Providing excellent customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Ensure data accuracy, completeness, and consistency by regularly validating and cleansing customer data.
- Adhere to data privacy regulations and company policies to protect customer.
- Facilitating policy issuance and renewable processes, ensuring accuracy and timeliness.
- Managing claims, overseeing the entire process from initiation to settlement.
- Ensuring compliance with regulatory requirements and implemented necessary measures to mitigate risks.
- Ensure adherence to established policies and procedures.
- Gather customer feedback and suggestions to improve products and services and relay feedback to relevant teams for action.
- Distribute input standards and system usage quality controls.
- Act as a mediator and coordinator among all business units to address and resolve software concern.
- Collecting and verifying necessary documents to fulfill KYC requirements

**Customer Service Manager, Operations**  
**HDFC Life Insurance Company Ltd**  
**I Kottayam Kerala, India**

2019 May - 2022 Mar

**Operations Associate**  
**Concentrix Daksh Services Pvt Ltd**  
**I Mumbai, India**

2018 May - 2019 Mar

**Accounting Associate**  
**Conduent Business Services LLP I**  
**Kochi, India**

2015 Aug - April 2018