

Navneet Ashok Mukadam

Young and enthusiastic and individual with an innate ability to develop and maintain strong working relationship with team members and zeal to contribute to the growth of the organization.

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UAE 📍

- 7 years' experience as Customer Service representative
- Excellent in cultivating and retaining healthy relations with customers.
- Experience in providing answers to inquiries of customers.
- Skilled in enhancing the level of customer satisfaction.
- Proficient in resolving the issues of customers.
- Excellent ability to work in a group as well as individually.
- Involved in non-Voice operations - customer queries and complaints overseen through emails and calls.

AREAS OF EXCELLENCE

Best Practices Implementation Customer Service representative

WORK EXPERIENCE

Assistant Manager

Aditya Birla Sun Life Insurance

05/06/2023 – 06/06/2024, Mumbai, Maharashtra *Achievements/Tasks*

- Handling banca channel.
- Responsible for handling and resolving customers complaints received via senior management, website grievance redressed channel, IRDA and MD's desk.
- Providing resolution on the concerns raised by customers with regards to claims, policy issuance, policy renewal, policy mis-sale, customer retention and endorsements within prescribed TAT.
- Data statistics on complaints including root cause analysis as well as recommendations solutions for management review and evaluation.
- Initiative steps to address any issue that is affecting the daily operational work and simplifying various complex processes.
- Discussion with Senior Claims official heads, Product Heads & Underwriters with regards to deviation to be taken in issuance of policy, claim stance or AL approval / rejected related concerns.
- Coordinating with product/medical under writers and the respective heads for process gap improvement. Working on permanent process gap fix with regards to claim processing, and online portal issuance of policy to ensure complete customer centricity.
- Preparing RCA (Root cause analysis) and presentation for Audit report, senior management review & report.

Associate Manager

HDFC Life Insurance Company

29/06/2022 – 29/05/2023, Mumbai, Maharashtra Achievements/Tasks

- Responsible for handling and resolving customers complaints received via senior management, website grievance redressed channel, IRDA and MD's desk.
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Sales And Service Officer

Citi Bank India

03/2018 - 05/2020, Mumbai, Maharashtra Achievements/Tasks

Sales and Services Officer

- Primary point of contact for small business account holders, providing superior customer satisfaction and answering in depth account questions
- Monitoring accounts for fraudulent activity and mediating between customers and compliance department to resolve issues.
- Assist customers in understanding their bill, processing transactions, and making payment.
- Maintain customer profiles and ensure proper documentation provided and obtained.
- Ensuring compliance with all state and federal regulations regarding to customer confidentiality
- Assisting new and returning customers with questions and concerns about credit card accounts
- Processed payments, activated account, issued cards, processed limit increases and decreases, and set travel Plans.
- Maintained goodwill between business organizations for Sprint customers.
- Ensures that all issues are escalated in accordance with policy and procedures.
- Developed rapport with customer base by managing difficult issues with professionalism.
- Assisted agents with any questions or escalated issues with customers.
- Responsible for analyzing issues, determining resolution as well as the root cause of problems.
- Addressed negative customer feedback immediately.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly efficiently.

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Met all customer call guidelines including service levels, handling time and productivity.
- Built customer loyalty by placing follow-up calls for customers who reported product or service issues.
- Manages escalation log and provides monthly reporting on error types and validity.
- Works with call Center support managers to ensure staff understand and are trained on products, Terms & Conditions, and support procedures. Responsible for researching and resolving all customer complaints via telephone or email.

Calling Research Analyst

NEXSALES SOLUTIONS PVT LTD

11/2015 - 11/2017, Mumbai, India Achievements/Tasks

- Profiling companies across industries based on revenue, employee strength and defining target companies.
- Discovering right party contacts in target companies and finding their information which include Name, Title, Email address, Office location and Contact number and calling them to verify that the information is accurate.
- Interacting with customers to provide them with information to address inquiries regarding products.
- Managing customer queries and providing solution.
- Managing customer queries by mail or phone call and ensuring all queries related to routine activities are responded to within a pre-specified period.
- Co-ordination with various department.
- Ensuring that the complaints are resolved within the TAT.
- Identify process gaps resulting in repetitive complaints.
- Helping the salespersons by generating leads
- Assisting the junior team member with process and queries
- Assisting customers in planning about a product to buy

Consultant

Sutherland Global Services

10/2013 - 09/2014, Mumbai, India Achievements/Tasks

- Solving customer queries on chat, email, and call.
- Placing orders for customers.
- Providing necessary credits if applicable.
- Adding notes regarding Customers Queries.

SKILLS

- Team leadership
- Excellent Verbal/Written communication
- First-hand experience with Microsoft office
- Ability to work under pressure, decision making, time Management.
- Proven Customer Support Experience
- Follow through Ability
- Customer orientation and Ability to Adapt/Respond
- Strong Interpersonal Communication Skills

IT SKILLS

- MS Word
- MS Excel
- MS Access
- Power Point

EDUCATION

Mumbai University – Mumbai, India

Bachelors in management studies (2013)

LANGUAGES

English	●	●	●	●	●
Hindi	●	●	●	●	●
Language	●	●	●	●	○

NATIONALITY

Indian

MARATIAL STATUS

Single

D.O.B

22nd December 1992