

RESUME

Name : K.SHASHANK
Contact Number - +91 9666177045
Address: KPHB Phase-II
Near Allwyn colony, Hyderabad
Email id kothapallyshashank45@gmail.com

Professional Experience

- Company: ICICI LOMBARD (GIC) (02 NOV 2017 – Till date)
- Designation: CUSTOMER SERVICE MANAGER OPERATIONS
- Department: CUSTOMER SERVICE MANAGER (MOTOR)

Educational Qualifications

Degree/Exam	Course/Branch	University/Affiliation	Percentage (%)
B.Com	COMMERCE	Telangana University	63
XII	MEC	TS BOARD	52
X	All Subjects	AP BOARD	74

Professional Profile

- An astute Professional Banking experience.
- Sound knowledge on Insurance Operations, Banking Process, Client Relationship Management & Team Management.
- An effective Manager with sound relationship management skills & efficient at maintaining cordial business relations with customers & co-ordinate.

Significant Accomplishments

- Handling all the internal quires and customer complaints.
- Managing customer centric banking operations & ensuring customer satisfaction by achieving delivery & service quality norms.
- Completing IRDA targets as per monthly claims.
- Ensuring that highest service standards are maintained for servicing of clients and maintaining minimum turn-around-time.
- Working knowledge Microsoft Office XP 2000 to 2010 and outlook.

Experience

- Completing NEFT insured payments and operations.
- Submitting IRDA MIS.
- Quality analysis.
- Guidance for claims, endorsement, end to end solutions.
- Personally sent out premium reminders to customers that were in danger of falling behind their payment.

Achievements

- Appreciated by CSM for excellent customer service.
- Appreciation by AVP completing monthly tat on time for payments.

Personal Dossier

- Date of Birth : 14-Jun-1996
- Linguistic Proficiency : Telugu, English & Hindi.
- Nationality : Indian
- Marital Status : Single

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and

belief. SHASHANK KOTHAPALLY

Date –