



MRITYUNJOY HAZRA

CONTACT

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CORE QUALIFICATIONS

- Administration ■ Operations Management ■ Quality Assurance/Management ■ Delivery Management ■ Client Servicing ■ Resource Management ■ Process Improvement ■ PMLA Compliance ■ Knowledge Management ■ Analytical Skills ■ Team Lead/Versatile Leadership

ADDITIONAL INFORMATION

- Kastadanga Road, Ramkrishna Park, Block - B, Shibarampur.
- -700061.
- PROFILE

PROFESSIONAL SUMMARY

ADMINISTRATION, OPERATION & SALES MANAGEMENT PROFESSIONAL—INSURANCE & NON BANKING INDUSTRY Seeking challenging assignments in an organization of repute which provides me avenues for professional learning and makes good use of my technical skills and encourages individual growth Sincere and diligent professional with an experience of 20 years in the domain of Administration, Back Sales Operations, Sales and Customer Service. Acquired experience in documentation, verification, processing, claims, underwriting, and systems, legal and statutory complaisance. Enriched with logical reasoning that is developed from extensive professional exposure; keen intellect and strong desire to excel in professional career, exceptional talent to coordinate between various departments within the organization and work collaboratively in a team environment Recognized leadership qualities with proven competencies in building, training, motivating and retaining a team of cohesive performers; successful track record in managing organizational complexities & business uncertainties

EXPERIENCE

Manager – Operation Insurance & Mutual Fund 08/2023 – Till now EASTERN FINANCIERS LTD

- Responsible for Administration of day-to-day Insurance operations.
- Developed processes to save on costs & prevent losses
- Ensure better branch operations and providing consistency in delivering service and excelling bench marked service level.

Regional Operation Manager, 11/2019 – 07/2023 NJ INDIA INVEST PVT. LTD

- Responsible for Administration of day-to-day operations
- Enhanced Regional branch performance by implementing proven management processes to increase revenue
- Developed processes to save on costs & prevent losses
- Ensure better branch operations and providing consistency in delivering service and excelling bench marked service levels
- Perform & manage all the back-office activities of the company to ensure smooth and effective operations while adhering to the company's and underwriting norms
- Developed system to track and log work issues
- Generate business from Partners for the company while establishing healthy business relations with clients & external associates for securing repeat business & long term customer loyalty and worked towards solving their queries and complaints efficiently
- Provide management reports for acceptability of the product; scope for improvement by inclusion some additional features while generating reports on customer aspirations
- Suggested corrective services to handle customer complaints
- Delivered leadership to executive team dedicated to driving ambitious targets with well-orchestrated plans .

Customer Relationship Officer, 07/2014 - 10/2019
NJ INSURANCE BROKERS PVT. LTD

- Responsible for Administration of day-to-day operations
- Properly audit of Insurance proposals
- Login & scanned it to the system
- Renewal follow-up with our advisor & make sure to renew all the policies of our company that may be profitable for them
- Ensure better branch operations and providing consistency in delivering service and excelling benchmarked service levels
- This also entails ensuring quick policy issuance so that the policies are generated on time that can be profitable for the company & the client
- Perform & manage all the back-office activities of the company to ensure smooth and effective operations while adhering to the company's and underwriting norms
- Ensure compliance of IRDA rules & regulations (Life & Non-Life) for selling of insurance products
- Generate business from Partners for the company while establishing healthy business relations with clients & external associates for securing repeat business & long term customer loyalty and worked towards solving their queries and complaints efficiently
- Provide management reports for acceptability of the product; scope for improvement by inclusion some additional features while generating reports on customer aspirations
- Liable for internal Audit & also handling IRDA (LIFE & NON LIFE) audit on behalf of Branch office
- Handle claim, customer enquirers & try to solve customer grievance if any.

Branch Manager, 01/2006 - 07/2014
GTFS MULTI SERVICES LTD

- Responsible for Administration of day-to-day operations June,
- Prepare Customer's Database while regularly updating them regarding various plans and policies of the company that may be profitable for them
- Ensure better branch operations and providing consistency in delivering service and excelling benchmarked service levels
- Perform & manage all the back-office activities of the company to ensure smooth and effective operations while adhering to the company's and underwriting norms
- Ensure compliance of IRDA rules & regulations (Life & Non Life) for selling of insurance products
- Generate business from Bank assurance Partners for the company while establishing healthy business relations with clients & external associates for securing repeat business & long term customer loyalty and worked towards solving their queries and complaints efficiently
- Handle claim, customer enquirers & try to solve customer grievance if any
- Payments, statutory audit and day-to-day functions etc.

EDUCATION

NISM Series VII (SORM), 2022
IRDA Life, 2006 & 2008

M.Com, 2002
B.Com (Hons), 2000
Kolkata University

B.Com (Hons), 2000
Kolkata University

MS
Kolkata University

DOS, Windows, MS Office

ACCOMPLISHMENTS

- Ideal combination of technical and analytical skills; creative problem solver, able to think logically and pay close attention to detail; proficient at gathering training requirements and customizing training solutions as per need with deft at Quality Initiatives, Critical Thinking, Troubleshooting, Problem Analysis and Resolution

INTERESTS

Reading Books, Time Spends with Family on Holidays, Outdoor Games.

LANGUAGES

English, Hindi, Bengali