



## PRANAB RANA

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## CUSTOMER & OPERATIONS MANAGEMENT PROFESSIONAL

*Seeking senior level assignments in the areas of Operations Management & Customer Management across the industry*

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### PROFILE

- Competent & diligent professional with over **13 years** of experience in **managing Customer Centric Operations, Compliance & Quality Assurance**, Team Leadership, Customer Satisfaction while managing and understanding competition, consequently **achieving and providing high standard customer services**.
- Possess **excellent people management, effective communication and strong interpersonal skills**, adept at handling administrative/ operational tasks, managing customer requests and coordinating between senior management and customers.
- **Strong leadership traits with the ability to bring out the best in others** while creating a healthy and friendly work environment.
- **Resourceful to create win-win relationship with Customers** coupled with proven acumen in managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality.

### Key Competencies

Client Relationship Management ▪ Compliance Management ▪ Operations Management ▪ General Administration ▪ Team Leadership ▪ Quality Control ▪ Relationship Management ▪ Persuasive Communication Skills ▪

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## PROFESSIONAL EXPERIENCE

**SOFTTHINK Intelligent Solutions Private Limited.**

**Sept,19 to June,2020.**

**Manager Operations \_Posted at H.O, Kolkata.**

- Ensuring complete attendance updation of all employees in daily basis.
- Monitoring employee Leave Management.
- Sharing Monthly attendance to accounts for further salary disbursement.
- Monitoring and maintaining disciplinary action among all employees.
- Responsible for daily smooth branch administration at H.O.
- Monitoring daily reporting of all employees to the Management.
- Frequent visit to North East on special assignments.
- Documentations and payment follow up with Municipal Bodies at North East belt.
- Coordination with Travelling Agency for train ticketing as and when required by the management.
- Maintaining and sharing various kind of MIS on daily, weekly and monthly basis to CEO.
- Vendor management (Search, Empanelment & Coordination) for resource onboarding for in house & client based on the requirements.
- Weekly coordination for tour expenditure of employees based on predefined standard terms and conditions.
- Visiting to Engineering colleges and coordinating for off campus placement for the company.
- Coordination with Building Associations as and when required.
- Coordination for smooth security management on daily basis.

- Taking part in interview conduction and screening process with the management.
- Initiate employee verification process & coordination for completion within TAT.
- Completion of HR formalities and orientation process and explaining the Standard Terms & Conditions.
- Overall rapport building with external bodies like BCC&I, Law Firm, Engineering Colleges, Placement Consultants, Banks etc.

**Cord Life Sciences India Pvt.Ltd.**

**Feb'18 to Jan'19.**

**Zonal Manager \_Operations (North)\_Posted at New Delhi.**

- Ensuring 100% complete enrolment forms/payment instruments are forwarded to HO after scrutiny & updation in CRM within 2 working days of receipt from sales/OC. Ensuring all documents are received in CRM on the same date of receipt from sales.
- Scrutiny errors of Zone monitoring less than 2%. Discrepancies in documents/payments closure within 7 days by rigorous following up with sales team.
- Petty cash/UCB expenses maintenance without any deviation and all bills along with statement sharing to HO within TAT. Reduction in petty cash/UCB cost by 10% compared to last Financial year.
- Sharing prescribed reports to the HOD as per TAT.
- Training to Team members & Sales team on a monthly basis to strengthen processes and reduce errors.
- Kit box reconciliation: Kit boxes must be tracked and it must be ensured that First in First Out and usage according to EDD is followed.
- Discrepancies in documents/payments must be closed in 7 days by following up with sales team.
- Travelling to Local and Outstation branches as and when required for Audit.
- Preparing Monthly Attendance of Ops Team across North and monitoring LMS updation.
- Monitoring of 7 Office coordinator's activity related to enrolment forms movements, petty cash managing and HR, administration activity also managing housekeeping staffs.
- Managing and mentoring Office coordinators to internal guidelines/Circulars and monitoring for strictly adherence to the SOP in a daily basis.
- As and when required, taking participation in Paramedic related issues. As a daily practice receiving and forwarding CBC SMS just to take a timely control of coordination with HO.
- Coordination with LAB as and when required as per any exigency.
- Taking active participation in CUG connection related issue with HO and service provider and users.
- Driving different initiatives in enrolment forms and Payment instrument pendency clearance at a regular interval.
- Coordination with HO Ops/Accounts/Customer Support/HR /Admin.
- Attending to Sales queries over phone/ mail and proving timely resolution.
- Monitoring Office Registers in a weekly basis.
- Monitoring office Assets in a month basis.

**BMA Wealth Creators.**

**Feb'12- Feb'18.**

**Deputy Manager-Operations (Complaint Management Unit) at Topsia & Saltlake, Kolkata, WB.**

**From Feb'12 to Dec'15 again From May'17 to Feb'18 :**

- Coordination with the listed Insurers for complaint resolution.
- Designing & implementing of complaint addressing mechanism.
- Arranging concall with the Insurers for better complaint mechanism.
- Proactive chaser with the internal customers' as per escalation matrix for resolution.
- Managing highly escalated case for resolution.
- Decision making to critical cases that may affect to the company's reputation.
- Exchanging of clarification/justification mails to the manufactures.
- Publishing various MIS to the management at a regular interval as a controlling tool.

- Liaising with Local Police for legal complaints.

#### **From Jan'16 to April'17 :**

- Quality checking of the proposal forms (LI & GI) for PLVC processing.
- Post successful quality and de dupe (multiple, renewal, sales calls) checking, signing on proposal form as an SP (Specified Person).
- Coordination for ORM/VCR clearance between Sales Force and manufacturers.
- Publishing day to day business activity with analysis like FTD, MTD, entried figure, with PLVC, handed over and receipted figures.
- Coordination with Sales Force for renewal persistency.
- Publishing persistency analysis for the entire year with Sales Team wise performance in an alternate day.
- Coordination with Management for different ratification in terms of day to day business processing.

#### **ING LIFE INSURANCE CO LTD (Now Exide Life Insurance Co Ltd).**

**Mar'10-Jun'11**

##### **Assistant Manager-Focus Team (Four Mongoe lane, Kolkata, WB)**

- Designing and developing performance plans and executing them successfully; Responsible for Queue Management and sustaining high SLA (Service Level Agreement).
- Assisting team members to get rewards and recognition in order to increase performance efficiency and for improving quality.
- Driving efforts across preparing Project Performance Management which includes track project reports of every day, week, month & quarter.
- Supervising overall functioning of processes, identifying areas for improvement and taking adequate steps to increase customer satisfaction level.
- Instrumental in creating & executing workflows to assist structured support in all areas and issues.
- Administering process improvement proposals through system changes, process realignment/ redefining & efficiency management.
- Accountable for forwarding reports to the top management and for maintaining the agreed SLA & thereby focusing on maximizing customer experience while optimizing costs.
- Coordinating with HO as a medical network team; Catering services to both internal & external customers.
- Conducting Branch Audit in monthly basis & process training to the CSEs.

#### **RELIANCE LIFE INSURANCE CO LTD (Now Reliance Nippon Life Insurance)**

**Apr'07-Feb'10**

##### **Senior Customer Care Executive (Regional office, Kolkata, WB)**

- Accountable for maintaining & updating NB tracker, Service Request tracker, Complaint Tracker, Mail Return tracker, CFR tracker and Discrepancy tracker (branch MIS).
- Handled mail returns (Policy documents & cheques), CFR follow-up, collection and processing to HO.
- Involved in secondary QC of proposal forms & scanning.
- Spearheaded business development by increasing clients and creating upward financial commitments & long term revenue generation via strategic relationships with clients.
- Implemented short/long term plans for achieving process objectives.
- Actively coordinated with process managers to provide the feedback related to the trainings and the recruits that would be joining the process.
- Communicated with the clients through e-mails and weekly conference calls to review and resolve operational issues as well as implementing new process & procedure changes.
- Accountable for providing quality standards for operational areas & ensuring adherence to quality standards.
- Prepared MIS reports and other statements to provide feedback to top management on financial performance and other business parameters.

- Prepared direct report through effective Individual Development Plan and helping them by organizing Mentor Programs to enhance their professional skills.

HVC TV CHANNEL (at Park Circus, Kolkata, W.B)  
Production Coordinator

Jul'06-Mar'07

STANDARD CHARTERED BANK (19 N.S.Road, Kolkata, WB)  
Customer Care Executive (Credit Card Recovery Dept)

Jul'05-Jun'06

MAX NEWYORK LIFE INSURANCE CO LTD  
Project Trainee for Operation (under Lovelock & Lewis, posted at Ranchi, Jharkhand)

Jul'04-Jul'05

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## Achievement & Recognition:

1. Achieved as 2<sup>nd</sup> Runner Up Trophy in Talent Hunt Program in Oct, 2008 from Reliance Life Insurance Co Ltd.
  2. Achieved Certificate of Appreciation (Focus Team) from ING Life Insurance Co Ltd (now Exide Life) for making **East the No 1** in JFM, 2011.
  3. Achieved Certificate in IRDAI by completing IC33 program and passed in 2012.
  4. Achieved Certificate of Recognition as relentless contribution in Complaint Management Unit in 2015.
  5. Achieved Certificate in IRDAI, as Specified Person (SP) by completing 50hrs training as" **Direct Life Insurance Broker**" Passed on 5<sup>th</sup> August, 2016.
  6. Achieved Certificate of appreciation in 2017 from Cigna TTK Health Insurance Co Ltd.
  7. Achieved Certificate in "ULIP Certification Program" (Passed) in November, 2017.
  8. Took participation in **TSK25 Procamrunning,2017** on 17<sup>th</sup> Dec, 2017 and completed 10 km.
  9. Took participation in **Kolkata Police SDSL Half Marathon 2018** on 7<sup>th</sup> Jan, 2018 and completed 10 km.
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## EDUCATIONAL AND PROFESSIONAL DEVELOPMENT

**B Com; 1999**

D B College, Shibpur (Under CU)

**Computer Proficiencies**

MS Office & Internet

**Training Attended**

- On call centre & customer care from OpNi, Lake Town, Kolkata
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**Date of Birth** : 20<sup>th</sup> September 1978.

**Languages Known** : English, Hindi, Bengali.

**Hobbies** : Interacting with people, listening to classical & Sufi music, social Work.

**References** : Available on Request

**Date :**

**Signature**