

SHIBALI DAS

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Career objective:

Want to be a smart and efficient employee and ready to undertake any challenge on behalf of the organization and shine.

Manager @ HDFC ERGO

From Jan-20 to Till Date

ORGANIZATIONAL EXPERIENCE

Company Profile:

Head quartered in Mumbai, HDFC ERGO is a 51:49 joint venture firm between HDFC and ERGO International AG, the primary entity of Munich Re group, the Company offers a complete range general insurance products ranging from Motor, Health, Travel, Home and personal Accident in retail space. The Company is having 200 plus branches in 170 plus cities with more than 7000 employees.

Job Responsibilities:

- Responsible for operational activities of 18 branches of West Bengal & North Eastern states.
- Managing a team of 6 Asst. Managers, 9 Executives
- Monitoring BAU activities of branches (Scrutiny, receipting, S&L etc.) & ensuring no breach of TAT at any level
- Coordinating with cash less team for smooth processing of claims
- Providing end-to-end client support
- Ensuring smooth issuance of policy at branch level
- Monitoring team's performance as per the set parameters
- Handling grievances
- Ensuring audit compliance at all branches through strict monitoring

Company Profile:

Apollo Munich Health Insurance Co Ltd a Rs.600 crore company is a Joint Venture between Apollo Hospital Group and Munich Health, world's largest Re insurance company. Apollo Munich has presence in 43 cities with over 50 hospitals, 1068 pharmacies, clinics, more than 8000 doctors, 400 network hospitals across India. The venture started in the year 2006 & since then it has emerged as one of the largest players in health insurance industry with huge customer base. In FY 2010 the company awarded with best health insurance company for its customer service, claim settlement process & the products got 5 star rating from ET Health.

Job Responsibilities:

- Responsible for operational activities of 15 branches of East
- Monitoring & ensuring optimum productivity of resources
- Managing vendor payment.
- Managing agent payout
- Monitoring BAU activities of branches(Scrutiny, receipting, S&L etc) & ensuring no breach of TAT at any level
- Guiding & monitoring a team of 17 members in eastern zone
- To ensure KYC audit & AML compliance
- Internal Audit of Branches
- Responsible for overall branch related operational activities
- Monitoring & guiding branches to ensure TAT is being maintained for different operational activities
- Obtain day to day data from team
- Error type analysis on CSAT
- Coordinating with the sales force to meet deadlines
- Periodical performance analysis basis on set parameters.
- Publishing monthly and fortnightly dashboards for East zone
- Implementation of existing process & to come up with new ideas to improve team performance
- Conducting huddles to share process updates with associates
- Coordinating with different departments to clear up pendency
- Providing support for issuance
- Verification of submitted claim documents.
- Coordinating with National and Regional offices for issuance and settlement of claims
- Following up with claims team for claim related issues
- Designated as grievance officer for East zone
- Finance reconciliation

- Monitoring HR & Admin related activities of single resource branches
- Identifying training needs of the team members
- Conducting agent and employee training sessions
- Imparting training to the new joiners related to operational guidelines
- Creating awareness among customers & agents about use of various applications launched by the company

Achievements

- Got 3 promotions in 9 years
- Rated "**High Achiever**" for three consecutive years
- Successfully completed the AML certification
- Have highest issuance percentage of submitted files
- Lowest pendency in the country
- Additional responsibilities of HR & Admin functions has been assigned

Sales Coordinator @ Sen Pet (India) Ltd

From Apr-09 to Apr-10

Company Profile:

Sen Pet (India) Limited [Previously known as Elque Polyesters Limited] a 100% EOU, is one of the largest PET resin manufacturing company in India. Apart from domestic market the company exports its product in Russia and Middle East.

Job Responsibilities:

- Handling both domestic & international clients.
- Dealing with orders.
- Preparation of offers & proposals
- Preparing both domestic & International Invoices.
- Preparing & maintaining export documents
- Coordinating with different plants
- Handling distributors
- Coordinating with other departments
- Maintaining records
- Preparing MIS
- Determining Pricing strategies for customers & distributors.
- Giving competitive activities feedback to Marketing manager

Marketing Executive @ T.I.M.E

From Apr-08 to Apr 09

Company Profile:

T.I.M.E. is the largest Educational Institute in India, having annual turnover of Rs.150crore. The organization has 159 offices in 81 cities across the country.

Job Responsibilities:

- Identifying prospects
- Qualifying the prospects
- Approaching the key accounts
- Giving presentation
- Regular follow up
- Generating business from them
- Providing competitive activities feedback to the business manager
- Monitoring activities of a particular center
- Responsibility of collection of a particular center
- Responsibility of the product "CLAT"
- Brand building

Achievements

- Given surplus growth to the company in the assigned territory.
- Given responsibility of a particular product within 6 months.

PROFESSIONAL ENHANCEMENT

Completed real life project during summer project of MBA from CIPLA Ltd.

Project Topic: **EMERGING TREND OF PEDIATRIC SYRUPS AND POSITION OF PEDIATRIC SYRUPS IN RETAIL MARKET IN KOLKATA ``**

Tenure: 2 Months

ACADEMIC CREDENTIALS

2008 Passed **MBA** from WBUT Specialization-MARKETING (Major), FINANCE (Minor)

College- Bharatiya Vidya Bhavan Institute Of Management Science

Passed **B.Sc (Maths)** from Calcutta University in the year 2004

Passed **H.S.** from W.B.C.H.S.E in the year 2001.

Passed **Madhyamik** from W.B.B S E. in the year 1999

EXTRA CURRICULAR ACTIVITIES

- Winner of Inter College Music Competition
- ALL INDIA RADIO ARTIST
- Participated & won various singing competitions

PERSONAL DETAILS

Date of Birth :21st February, 1983
Husband's Name : Chanchal Kumar Das
Gender : Female
Marital Status : Married
Linguistic ability : Bengali, Hindi, English
Hobbies : Solving complex Sudoku, Singing, Listening music, reading, watching Science Frictional Movies.

Date:
Place: Kolkata

(Shibali Das)