



ARUN H

Experience

Feb 2024 – August 2024
ATHACHI FINSERV (P) LTD
Assistant Manager – Operations

- Worked as Assistant manager operations in Share Market Operations
- Balanced organizational and employee needs when developing fair and equitable human resources policies.
- Assigned work and monitored performance of project personnel.
- Hired new managers to drive sustainable business growth.
- Evaluated current products and services portfolio against competitors offerings; recommended updates where necessary.
- Developed and implemented long-term strategic plans to ensure organizational growth and sustainability.
- Managed a team of executives responsible for operations, finance, sales, and marketing functions.
- Monitored industry trends and changes in customer demand to adjust business strategies accordingly.

Jan 2023- November 2023
CAMS Rep Insurance Repository & Services Pvt. Ltd.
Senior Executive Operations

- Worked as underwriting operations in Insurance Operations.
- Balanced organizational and employee needs when developing fair and equitable human resources policies.
- Assigned work and monitored performance of project personnel.
- Hired new managers to drive sustainable business growth.
- Evaluated current products and services portfolio against competitors offerings; recommended updates where necessary.
- Developed and implemented long-term strategic plans to ensure organizational growth and sustainability.
- Managed a team of executives responsible for operations, finance, sales, and marketing functions.
- Monitored industry trends and changes in customer demand to adjust business strategies accordingly.

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SUMMARY

Customer Relationship Officer with over 8 years with Different Domain Operations including sales, tech support and customer care service. Aiming to use my proven skills to effectively fill the managerial role in your company. I am highly motivated to continue learning and improving my craft. Experienced and proactive Operations Support 8 years of progressive settings serving needs. Talented in overseeing cost control, loss prevention and labour management initiatives to streamline and enhance operations. Decisive planner with good communication and problem-solving abilities. Administration Backend Operations Support.

SKILLS

- Data and project management
- MS Office
- Customer Relationship Management
- Issue resolution Management
- MS Excel
- KYC Analyst S. CRM
- Travel Coordination
- Performance Improvement
- Administrative Support
- Scheduling
- Report Preparation
- Operational Management
- Staff Management
- Mail Handling

LANGUAGES KNOWN

- **TAMIL**
- **ENGLISH**
- **MALAYALAM**

February 2022- September 2022
IDFC First Bank

Teller & Relationship Manager

- Worked - Cash handling and Operations
- Reported any operational issues or system problems that occurred during the shift promptly.
- Assisted customers in opening new accounts and completing required paperwork.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Handled large volumes of currency quickly and accurately with minimal errors.
- Prepared official checks for customer and internal bank needs.
- Resolved problems or discrepancies concerning customers' accounts.
- Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Answered customer inquiries regarding bank products and services.

May 2021- December 2021
I Process pvt Ltd

Loan Processor

- Provided valuable customer service in Loan processing in the Auto Loan Process section.
- Submitted loan applications to the underwriting department for review and approval process.
- Communicated with customers in person and via telephone to answer questions, process transactions and resolve issues.
- Assisted borrowers with questions regarding their loans after closing.
- Calculated income, assets and liabilities to meet lender requirements.
- Completed closing process by collaborating with attorneys, title companies and government clerks.
- Developed relationships with clients, real estate agents, lenders, title companies and attorneys throughout the closing process.
- Compiled closing packages containing all necessary documents required for funding.
- Interfaced with borrowers to obtain needed items and prepare applications for underwriting review.
- Maintained complete confidentiality of submitted information according to release guidelines.

November 2020- March 2021

TATA Motors

Customer Service Representative

- Answered inbound calls, chats and emails to facilitate customer service.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Provided excellent customer service to resolve customer complaints in a timely manner.
- Recommended improvements in products, service and billing methods to management to prevent future problems.
- Supported sales team members to drive growth and development.
- Promoted available products and services to customers during service, account management and order calls.
- Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support.

March 2013- June 2020

Dinamalar

Senior Advertisement Scheduler

- Decreased work flow stoppage by monitoring member certifications, developing crew lines and training staff on preferential bidding systems.
- Developed reports detailing progress made on individual tasks as well as overall timelines.
- Conducted regular meetings with project teams to discuss progress and set goals.
- Received and distributed mail, letters and packages.
- Maintained accurate records of all tasks completed by the team
- Assisted with set up for social events and food deliveries.
- Entered information into system to update status reports.
- Monitored task dependencies across various projects to identify any risks or issues that may arise during execution.
- Promoted 100% government regulation adherence by maintaining confidential documentation and complying with international trip customs and cabotage laws.
- Submitted new system orders and completed related paperwork.
- Resolved scheduling disputes between internal stakeholders in an effective manner.
- Answered phones and routed voicemails to respective employees.
- Assisted organizational efforts by filing, entering data and answering phones.
- Ensured compliance with established policies and procedures related to scheduling activities.
- Created, updated, and monitored project schedules for multiple departments.

Job Description

- Preparing data on daily basis. Analyzing Customer complaints and providing suitable resolution towards the issues. Preparing Monthly and Weekly reports. Handling Customer Loyalty Program. Scanning competitive assignments. Data Entry in Back Operations and MS Excel in Accounts. Coordinating the events and Brand Promotion activities for In-door and Out-door.

Work Interested

- In Specialization Operations with Customer Support Service.
- Administration Backend Operations
- Customer Relationship Management

Education & Training

April 2012

Kongunadu Arts And Science College

Bachelor's Degree in Commerce (B.Com.,) 74%

Banking And Financial Support Services

Activities & Honours

- Reading Newspaper
- Singing Songs
- Travel Explore
- Cooking

Passport P2687446

- Date of Issue : 25/11/2016
- Date of Expiry : 24/11/2026