

CURRICULUM VITAE

PANKAJ SINGH

VILL AKHWANDPUR POST SAGHAN MACHHARIA DISTT SAMBHAL U.P PIN-244304

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Contact No- 7830670070

Objective

To enrich my career in your esteemed organization. I believe I can be a very great asset to your company. I am hard-worker and quick learner; I put a lot of pride and integrity in my work. I am customer oriented and multi task with excellent customer service.

Skills

- ❖ Skilled at learning new concepts quickly.
- ❖ Open to any challenging work
- ❖ Good learner by observation and positive thinking.
- ❖ Hardworking, Cooperative, Punctual & easily adoptable any situation.
- ❖ Can Handle Human Relation with an ease.

Professional Experience

Present Organization : SBI Life Insurance

Current CTC- 8 Lacs

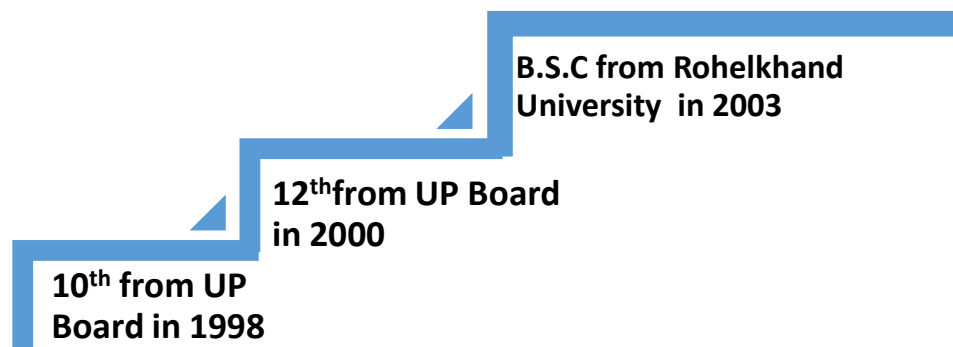
- Department- Operations-Policy Servicing & Branch Underwriting
- Job Profile: - Assistant Manager Operations: Duration: - December 2007 to May 2023
- Role & Responsibilities: -
 - ❖ Handling customer queries and complaints with quick response.
 - ❖ Handling policy servicing within desired TAT (Address change, Surrender, Death claim, Maturity, Fund Switch etc.)

- ❖ *Maintaining data on large scale with accuracy.*
- ❖ *Handling Operations team of 10- 15 team members.*
- ❖ *Underwrite cases allocated as per assigned underwriting authority. Authority Limit: **20***
- ❖ Scrutinize all attached documents for deciding whether or not to accept application for proposed insurance cover.
- ❖ Involve in different project for increase the issuance of NB case.
- ❖ Assessment of risk as per the company's philosophy and supporting guideline.
- ❖ Co-ordinate with Medical support team.
- ❖ Handling the Sales queries and escalation.
- ❖ Adhering to agreed TAT for processing of cases.
- ❖ Enhancement of underwriting knowledge through reference manual, trainings.
- ❖ Audit the UW cases and report to Audit Team.
- ❖ Working on exception report reviewing cases and giving feedback.

PREVIOUS ORGANIZATION: ICICI HOME FINANCE COMPANY LTD.

DESIGNATION : Customer Service Executive- (May-2006 to 30 November 2007)

Educational Qualifications



➤ **Computer Skills:** - MS Excel & Word

Personal details

Date of Birth : 06th August 1984

Gender : Male

Nationality : Indian

Marital status : Married

Languages known : English, Hindi

Mother Tongue : Hindi

Religion : Hindu

Dated 09-3-2025 Pankaj Singh