

MR. DEVENDRA CHANDRAKANT GAWALI

Sevanand Chawl, Saibaba Gokul Nagar,
Akruli Road, Kandivali East
Mumbai 400101
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OBJECTIVE : -

To do My Work with Loyalty, to achieve higher Goals and Also Use My Skills to contribute my maximum ideas and efforts towards the organization which I work with.

WORK EXPERIENCE:-

KOTAK MAHINDRA GENERAL INSURANCE CO LTD

Working as Deputy Manager Branch Operations for Kotak Mahindra General Insurance Company Ltd

Goregaon Branch.

Period:- Since 1 Sept 2018 to June

2024.

Profile: -

- Managed and Supervised a team of during the day to day Operations as well as training exercises.
- Organized Monthly meeting with Stakeholders/ Channel Partners to Improve area Operations, efficiency and service to both internal and external Customers
- Maintain a MIS of daily with NOP wise.
- Handle Petty cash with responsible to finance department processing monthly payroll authorized by BM/ BOI
- Taking entries for receipt of cheques and management of payments received via online links through timely reconciliation process.
- Implementation of nil discrepancies in Internal and IRDA Audit Observation reports through proper scrutiny of documents.
- First hand scrutiny of document submitted by sales team and uploading the same for onward issuance of policies ensuring that the policies are issued without any errors.
- Handling customer request and complaints-Resolving the complaints at the earliest and thereby improving customer satisfaction and feedback.
- First hand scrutiny of cancellation and refund documents, uploading the same for onward process and ensuring minimal errors in document scrutiny
- Issuing New/renewal/endorsements policies within the specified turnaround time- Travel/ health policies. AIGC/Workmen composition policies and Motor policies.
- Following up with policy issuance team for timely issuance of leads and document within specified turnaround time so that the policy is closed productively.
- Efficient resolution of queries from sales team and wherever required to escalate the same to senior management for timely resolutions.
- Scrutiny of CKYC form and CKYC document, uploading the same for onward process.
- Handling compliance Audit work and Admin work also.

CHOLAMANDALAM GENERAL INSURANCE COMPANY LTD

Working as Operations executive for Cholamandalam General Insurance Ltd, Santacruz Branch

Period: - Sept 2017 To June 2018

Profile: -

- Maintain a all commercial line and retail Line LOB'S logins tracker on daily basis
- Engage in procedure scrutinize new business proposal form and renewal before login in operation according to underwriting guideline and documentation wise and also description soon and take follow-up for issuance
- Issuing New/Renewal endorsement policies within the specified turnaround time travel/Health policies, AIGC/workmen Composition Policies and Motor Policies.
- Qc and Policy dispatching of complete application to the ho middle of the month.
- Issuing New/ Renewal/endorsement policies within the specified turnaround time travel/health policies, AIGC/Workman Composition policies and Motor Policies.

PRABHAT TELECOM INDIA PVT LTD

Working as logistics Executive for Ware House Management

Period: - Jan 2014 To Sept 2015

Profile: -

- Coordinate with ho stock management in war house which need to send to customer regular basis.
- Coordinate with vendor on daily basis mail for payment which is account department invoice generated.
- Daily basis stock sheet maintain which is stock out and in the ware house.
- Online order which is customer order given in flip kart, amazon pull the order and send to the customer.

MITHILA CARS PVT LTD (Mithila Hyundai)

Working as Insurance Executive for Dealer

Period: - Oct 2015 to June 2017

Profile: -

- Inform to the customer to renewed your vehicle insurance by mail and tele calling to the customer.
- Coordinate with customer any type of related to the vehicle insurance solved the quires and inform to the customer renewed the insurance from our insurance company.
- Which is customer customer coming to delar attend and solved the quires which is related to renewed car insurance with our insurance company.
- As per customer requirement given multiple quotation which is best to the customer for renew car insurance from the delar
- Also coordinate with insurance company related quotation if any customer query related to vehicle insurance.
- If require arrange meeting with customer for solve queries related to Insurance.
- Which is calling to customer data filed in customer relation ship management software for next remark updating for calling to the customer daily basis.
- Also arrange the person for chq pick-up from customer on day to day basis.

SHREENATH MOTORS PVT. LTD.

Working as Sr. Insurance Executive, (Marketing) back office

Period: - Jan 2008 to Oct 2013

- *Calling to the customer regarding vehicle insurance.*
- *Co-ordination with customer for solving queries.*
- *walking customer attending.*
- *As per customer query given quotation to the customer in the format excel and Ms word only.*
- *Co-ordination with Insurance company.*
- *If require arrange meeting with customer for solve queries related to Insurance.*
- *Data updating in Customer Relationship Manager software.*
- *As per requirement customer want pickup Cheques arrange field executive for Cheque collection.*

Computer Knowledge: -

Microsoft Office, Data base, Flash Photo shop, New working, Ms-cit,
typingcourse, tally erp9

Educational Qualification: -

T.YB.COM Passed from Mumbai University in 2012
H.S.C passed from Mumbai Board in 2004
S.S.C Passed from Mumbai Board in 2002

Personal Details:-

Name :- Mr. Devendra Chandrakant Gawali

Date of Birth :- 05th August 1986

Nationality :- Indian

Language Known :- English, Hindi And Marathi

Hobbies :- Cricket, Listening Music and Reading Books.

Declaration :- I hereby declare that the above mention information is true and Correct
according to my belief

Place: -

MumbaiDate: -

(Devendra Chandrakant Gawali)