

Contact

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Top Skills

Human Resources (HR)
Operations Management
New Business Development



Farheen Javed

Branch Operation Executive at Kotak Mahindra Group
Lucknow, Uttar Pradesh, India

Summary

I have 2 years of experience in operations management & am currently associated with Kotak Life Insurance as a Branch Operations Executive.

I have done my master's in human resources & currently looking positions in IT operations or Human resource management.

Experience

Kotak Mahindra Group
Branch Operation Executive
April 2021 - Present (2 years 2 months)
Lucknow, Uttar Pradesh, India

My job is dealing with Sales team, handling end customers & processing new business cases & doing cross selling to existing customers. Processing new business cases & PoS requests, clearing the confirmation of cheques for payment to our client and providing support to sale team. Validating the documents & rectifying the documents necessary for the document upload as per the company norms.

****Handling the cases in CRM & managing the after sales services of the client****

**** Claim processing of the existing customer at the time of maturity****

****Quality check of the cases filed by the sales team****

Education

Dr. A.P.J. Abdul Kalam Technical University
Master of Business Administration - MBA, Human Resources Management/
Personnel Administration, General · (April 2018 - May 2020)

Bundelkhand University
Bachelor's degree, Bachelors of Science · (April 2015 - May 2018)

