

AJAY SHYAMLAL TIWARI

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Objective: To obtain a responsible and career-oriented position in an organization by gaining valuable experience wherein I can enhance my knowledge and contribute to the growth of the organization which in turn will give me an opportunity to explore and innovate.

Work Experience:

Company Name	Duration	Designation
Kodekloud	Sept 2021 – Till date	Customer Support Manager & Trainer
WhiteHat Jr.	June 2020 – June 2021	Relationship Manager
ICICI Bank	Feb 2020 – May 2020	Assistant Manager (internship during MBA)
IKS Health	Dec 2018 – Jan 2020	Team Coach
Willis Towers Watson	Sept 2016 – Aug 2018	Claims Associate

Company: Kodekloud (Sept 2021 – Till date) – Customer Support Manager & Trainer

Roles & Responsibilities:

- Monitor all support channels and train support users to act as a liaison, provide product/service information, and answer any questions positively.
- Create weekly social media reports - including KPIs and efforts overview, and submit and present them to the leadership team.
- Improving customer service experience, creating engaged customers, and facilitate organic growth.
- Take ownership of customer's issues and follow problems through to resolution.
- Keep accurate records and document customer service actions and discussions.

- Maintain an orderly workflow according to priorities.
- Developing and implementing training plans to improve employee performance.

Company: WhiteHat Jr (June 2020 – June 2021) – (Relationship Manager)

Roles & Responsibilities:

- Managing a team of 70+ teachers.
- Oversee day-to-day teams' operation and performance.
- Providing them with feedback about their performance on a regular basis.
- Managing issues / queries raised by the teachers on a day-to-day basis.
- Communicate clear instructions to team members.
- Additionally, I was responsible for B2C sales.

Company: ICICI Bank (February 2020 – May 2020) – (Internship during MBA)

Roles & Responsibilities:

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by the team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Expanding the customer base by upselling and cross-selling.
- Understanding the key customer individual needs and addressing them.
- Liaise with different departments about client queries.
- Offer advice to clients on services and products

Company: IKS Health (December 2018 – January 2020) – (Team Coach)

Roles & Responsibilities:

- Managing clients based in the US
- Assisting teams with query resolving, process and procedures.
- Evaluation of all the denial claims and policy information and investigation of all details for the insured client.
- Manage the administrative and clinical functions associated with claims processing, payment, and revenue generation.
- Administer all functions associated with patient service revenue throughout the entirety of a patient's care journey, from scheduling and account creation to billing and final payment.
- Manage and distribute all incoming emails and perform research on all claim numbers

Company: Willis Towers Watson (Sept 2016 – Aug 2018) – (Claims Associate)

Roles & Responsibilities:

- Evaluate all claim and policy information and investigate all details for the insured client.
- Administer and settle all claims effectively and inform all customers and claimants for any denial of claims
- Maintain records of all benefits and resolve all issues in claim processes to minimize risks in claims processes and maintain records of all shipments and storage.
- Manage and distribute all incoming emails and perform research on all claim numbers and utilize all automated computer systems.

Education Qualification:

Name of the Course	Name of the Institute	Name of the University/Board	Grade	Year
MBA (Customer Relationship Management)	Symbiosis Institute of Management	-	A	2020
B.Com	Dnyansadhna College	Mumbai University	62	2014
HSC	Dnyansadhna College	Mumbai University	58	2011
SSC	Sarvodaya English High School	Mumbai University	69	2009

Other Achievements:

- Winner in inter college university cricket tournament.
- Runner up in MAPL cricket league.

Personal Information:

Date of Birth: 28th May 1994

Gender: Male

Marital Status: Married

CTC: 8.00 Lakhs per annum + Incentives

Nationality: Indian