

KUMAR PRASHANT

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Career Summary

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Qualifications

2022	Digital Marketing Masters Program	Digilearnings	-	
2022	PGDM (Executive.) - Finance	IMT-CDL	Institute of Management Technology, Ghaziabad	
2012	MBA (Information Technology)	Sikkim Manipal University - DE	Sikkim Manipal University	
2010	Diploma in Business Management	ICFAI University	ICFAI University	
2004	Graduation (Bachelor of Commerce)	School of Open Learning, Delhi University, Cavalry Lines, Delhi	Delhi University	
2001	Class XII (XII Specialization (Commerce))	B.D. PUBLIC SCHOOL, Patna, Bihar	CBSE	

Work Experience

2022-08-22 till Present	MetLife, Jaipur, Raj	Senior Insurance Associate
<ol style="list-style-type: none">Working as a Senior Insurance Associate in Insurance Domain.Reviewing the Application for correctness and complete information.Adding the multiple beneficiaries for the Insured Applicant as per prescribed guidelines.Working on pilot process of renowned customer.Changing the servicing agent from old to new after reviewing the application for multiple application types.Working on different applications so that the above conditions can be taken care of.		
3 Years, 8 Months	Infosys BPM Ltd, Jaipur, Raj	Senior Process Executive
<ul style="list-style-type: none">Worked for a well known US Bank in the Loans and Mortgage domain.Process involved verification of the document to provide essential services to the clients as a part of servicing team such as collecting fees before doing Appraisal as per the loan type.Making Title request to ensure the ownership goes to correct person and the requisite Title company.Performed the setup task to detect credit worthiness of the customers on multiple applications and uploading the documents in the file.Also done verification of the customer's employment as per the guidelines for salaried or self employed positions.Moving the loan to processing or underwriting as per the loan application.		

- Worked with 100% external accuracy in processing daily loans to ensure customer satisfaction within the given SLA and TAT to maintain cordial relationship with the clients.
- Also took care as an Quality Auditor to detect internal errors for the processed applications to maintain accuracy of the loan processors.

3 Years, 10
Months

Genpact India Pvt Ltd, Jaipur, Raj

Process Associate

- Handled lending operations for International Customers. Worked with 100% accuracy in processing daily cases to ensure customer satisfaction and maintained good relations with the clients.
- Created daily status report which consolidated the details of incoming files from clients, assisting in building EOD of respective cases.
- Indulged in on time allocation of daily upcoming valuation files to prospective agents by building rapport with them.
- Facilitated successful QC of respective files to ensure high level of accuracy among the agents.
- Attended various training sessions from time to time which helped in the overall development of skills like Time Management. Banking Demystified etc.

Honors & Awards

2018 - 2021	iStar, Spot Awards - Received Spot award twice and iStar award in Infosys BPM for exemplary performance
2013 - 2016	LIVE AWARD - Received LIVE award for exceptional performance in Genpact. Received Bronze award for demonstrating high quality work in Genpact.

Other Information

Key Skill:	Decision Making , Approachable , Building relationships , Attention to detail
Spoken Languages:	Hindi , English
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