

RAKESH PADATE

NATIONAL SERVICE MANAGER - CL

Address : C1003, Kailash Uptown CHS,
Plot A106, Sec.6, Karanjade.
Panvel 410206

LinkedIn

<https://www.linkedin.com/in/rakesh-padate-15857622>



Phone : +91- 7738381172

E-mail : rakeshpadate@yahoo.co.in



Key Skills & Synopsis

- 📍 Claims Management
- 📍 Vendor / Network Management
- 📍 Project Implementation & Process building
- 📍 Service Delivery & SLA Management
- 📍 Service Re-Engineering – Strategic planning
- 📍 Warranty Management
- 📍 Underwriting & Risk
- 📍 Contact Center Management
- 📍 Volume Forecasting & Readiness



An experienced after sales Service Professional. Successfully managed Service Operations, Field management, Client on-boarding & Technical support. Resolving complex problems with innovative Service solutions

Proactive leader with strengths in guiding teams and nurturing client relationships. Known for exhibiting confidence, collaboration, and professionalism. Expert at customer retention and problem-solving.

Poised service manager with background hiring, training, and developing team members while driving customer satisfaction. Diverse talents in operations management, customer relationship building, resource management and daily work planning.

Focused on boosting employee performance for top-quality customer experiences.



Work History – Recent 3

2016-09 – 2024-07

National Service Manager - CL

Assurant Warranty Solutions (I) Pvt. Ltd, Mumbai



ASSURANT®

- Heading **Claims & Service delivery** for India
- Supporting **APAC** with claim adjudication for AU & NZ claims.
- Setting up **SOP's and SLA's** for service delivery & vendor & client onboarding

- Managing **Contact Center operations** to ensure end to end claims journey at top level.
- Responsible for **Project Implementation & Process enhancement** to ensure onboarding of new program with complete ease.
- Ensure the best **balance of "Cost" and "SLA"** and ensure benefit of customer, client and own organization.
- Key stakeholder to create **robust tech platforms** [Serv-Insur] to support end to end claims journey of EW/ADLD programs.
- Being **Subject matter Expert**, support global teams on **underwriting** queries to **rate risk well**.
- Cross function **term sheet discussions** & ensure requirements are met.
- Manage add-on services like **Buy back, Refurbishment, PMS, Pick & Drop** etc. to gain holistic customer experience.
- **Service Revenue** – leverage service network to generate service revenue
- **Strategic planning of KPI improvement** role out the plans through team of Service supervisors, Claim adjudicators, Claims Managers & CC staff.

2014-01 - 2016-08

spice

Regional Service Manager - West

Spice Retail Ltd, Mumbai

- **Heading Service management** in geographical area of of West region (MAH,Goa, MP & Chhattisgarh) for Mobile phones division.
- Managed team of 30, including L4, Logistics, Field service & support staff.
- North region handled as special project for 4 months and operations are **successfully streamlined**.
- Controlled **150+ service centers with 40K+ call** load across west region for achievement of TAT & Customer satisfaction.
- Responsible for **C-SAT & NPS**
- Personal involvement – **Go to Market strategy** to ensure customer/channel satisfaction through monthly service and sales partners.
- **Network correction** and expansion across region.

2011-08 - 2014-01

SAMSUNG

Product Service Manager

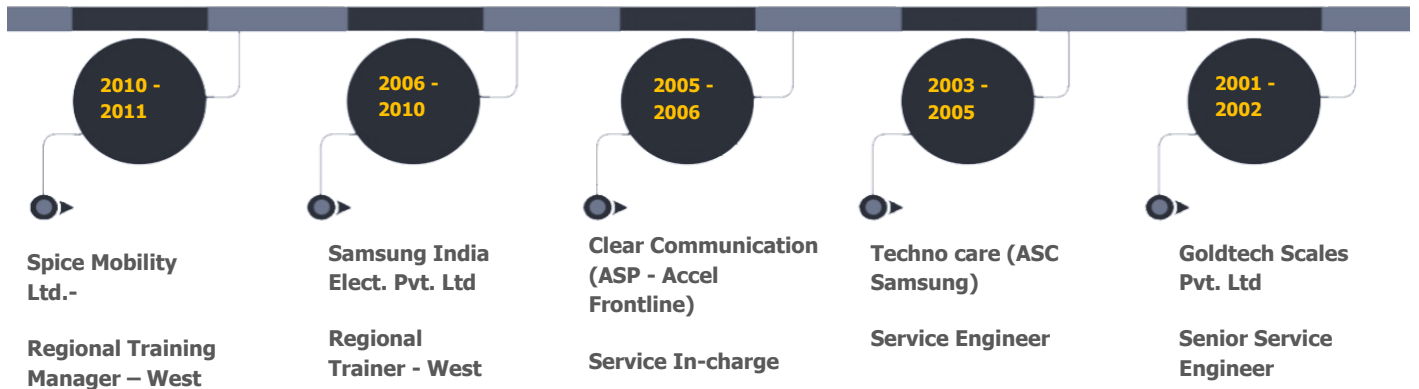
Samsung India Electronics Pvt. Ltd

- **Heading Service Operations** for Samsung Mobile for Thane branch (Thane, Navi Mumbai & Raigad) & consumer electronics for +20K volume with 25+ Service partners
- **Monitored Service Level Agreement (SLA)** and ensured that commitments made were effectively communicated and carried out by operational/functional parties.
- Personal involvement – **Go to Market strategy** to ensure customer/channel satisfaction through monthly service and sales partners
- **Audit and evaluation** of Services rendered by third party service partners.
- **Network correction** and expansion
- Review the Service center health in terms of **ROI**.


- **Quality analysis** and reporting to technical team.
- **Return handling** management of DOA/technical return sets



Previous Experience






Education

	2010-05 - 2013-01	BBA: Business Administration and Management <i>Vinayaka Missions Research Foundation</i>
	1998-06 - 2001-05	Diploma in Electronics & Comm Engineering <i>BVIT, Mumbai University</i>
	1996-06 - 1998-04	HSC: Science <i>Mumbai University</i>
	1995-06 - 1996-04	SSC <i>Mumbai University</i>



Certifications

	2021-05	Lean Six Sigma Black Belt Certification & Expert
	2020-05	Operations Management IIM Bangalore
	2020-05	Certification in Warranty, Spares Management & RMA



Personal Details

- Languages - Marathi, English & Hindi
- DOB - 3rd Dec'1980
- Passport no - J5103665