



# RASHEETH BABU

## CUSTOMER SERVICE PROFESSIONAL

- Enthusiastic Customer Service Professional ,having worked in a high pressure environment of the HSBC bank by handling Customer complaints which are getting escalated to the banks top most escalation vertical such as CEO Office and the Senior Management Team, through the available social media platform and also through the designated telephone and an email .
- I was part of United Health Group (UHG) where I was handling claims , denial of the policy holders through an designated email address of the company and also through other means such as telephone and through other applications as well.
- With 3 years of experience as an Assistant Manger with Trance Home India services pvt Ltd , where my main responsibility lies in managing the team of 15 complaint handlers of customers related to the company's products and services such as Home loan , Personal loan and Credit Card and also cross selling of these products ,managing the entire teams performance and Quality score of the calls /email handled by the agents.

## CORE COMPETENCIES

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|------------------------------|------------------------------------|
| ➤ Compliant handling.        | ➤ Effective Listening              |
| ➤ Adaptability               | ➤ Attentiveness                    |
| ➤ Clear communication Skills | ➤ Time Management                  |
| ➤ Self-control               | ➤ Thick Skin                       |
| ➤ Taking responsibility      | ➤ Knowledge of telephone etiquette |
| ➤ Patience                   | ➤ Willingness to Improve           |

## PROFESSIONAL EXPERIENCE

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### TRANCE HOME INDIA SERVICES PVT LTD -Chennai, Tamilnadu.

#### ASSISTANT MANAGER -TEAM HANDLING

August 10-2018-Present

- Day to day Administration of any new complaints received via email , telephone or through any social medial platform and assigning to the handlers.
- Monitoring and accurately recording of all complaints received, ensuring that investigation / response deadline are adhered to.
- Requesting regular updates from management together with the copy of complaint response for file and closure of complaints.
- Daily provision of advice and guidance to the team members on handling complex ,including reviewing/formatting of draft responses prior to the approval .
- Assisting the team members with complaints that are escalated to the next level issuing timely updates on the escalated complaints to the management.
- To provide proactive support to the group complaints manager and other senior team members when required.
- Co-ordinate internal complaint investigations to ensure completion in timely manner.
- Whenever there is a Turn Around Time (TAT)extension required from the customers in other words an additional time required on the resolution ,advising the complaint handlers to talk to customer and to record the same in the form of E-mail.
- Communicating with the team members to gain more information and to convey final resolution to the customers.
- I make sure that all the complaint handlers to follow the Complaint Handling Guideline (CHG) and to follow all the other protocols implement by Management .
- I ensure all the complaints receives and logged on time and response shared on timely manner in order to achieve a good quality score.
- Regular team meetings and 1:1 meeting with the team.

### HSBC HDPI INDIA PVT LIMITED- Chennai-India

#### ASSISTANT MANAGER.

February -2015 –July 2018

- Day to day responsibility of the Complaints Mailbox, ensuring all new complaintsreceived are logged.
- I was part of the Senior Management (SM) team where the complaints are escalated to the Group CEO office via email, social media's such as Twitter /Facebook and through the designated telephone .
- I was an effective communicator and ensure all complaints are acknowledged in a timely manner and customers are kept information throughout the complaint process.
- Classification of complaints and determination of the ultimate resolution and subsequent communication in line with guidelines.
- I was responsible with the management on a weekly basis and report on the level of customer complaint resolutions.
- Escalating all unresolved issues/complaints to your line manager whilst keeping the

Branch Manager and Business Partner informed at Branch level.

- Responding positively to any new initiatives that are brought into practice making sure they easily become part of the customer experience .
- Ensure that all written communication is carried out as per the customer care procedures and as per the Standard Operating Procedure (SOP).
- Liaising with internal business partners to drive towards complaint resolution.
- Ensuring exceptional levels of client service at all times.
- Prompt escalation of complaints that have breached the Clients Complaints Handling Procedure.

## **WIPRO BUSINESS PROCESS OUTSOURCING (BPO)** Chennai, India

### **Senior Associate**

**July -2012- Feb-2015**

- Taking new Claims regarding the Policy holders health care policy
- Reviewing bills and claims for accurate information.
- Updating the insurance provider detailed information about the policy holders policy & plan.
- Extensively interacting with policy representatives, and other people as necessary to collect more information about the policyholders query.
- Maintain and manage records of day-to-day claims.
- Verifying the insurance providers advise regarding the claims of the policy
- Prepare and submit weekly/monthly reports.

## **EDUCATION**

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- **Master of Arts(Economics )** **Madras University, 2012**
- **Bachelor of Arts (Economics)** **Madras University, 2010**

## **PERSONAL PROFILE**

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Father's name : Mustafa Khan  
Date of birth : 29-January-1987  
Marital status : Single.  
Address : Chennai-India.  
Linguistics : English & Tamil.  
Nationality : Indian.  
Passport No. : L4323040 (Valid till October-2023)  
Email address : rasheethkhan@icloud.com/mrasheedbabu@gmail.com  
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