



RAVI SHANKAR JADALA

Operational Executive

My Contact

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Operational executive skills

- Strategic Planning
- Process Optimization
- Team Leadership
- Change Management
- Cost Reduction
- Supply Chain Management
- Data Analysis
- Vendor Negotiation
- Project Management

Education Background

- BBA 2017 - 2020
Specialisation B.B.A (H.R) at Krishna university machillipatnam (63%)
- 12th 2013 - 2015
Board of Intermediate:- Sri Chaitanya Junior college Vijayawada (76%)
- SSC 2012
Asha Nobel English Medium High school (75%)

About Me

To leverage my strong analytical, leadership, and problem-solving skills to drive operational excellence within an organization. I aim to optimize processes, enhance efficiency, and ensure seamless workflow, ultimately contributing to the company's growth and success.

Professional Experience

CUPOLA TELESERVICES BEEMA (CTS) | Operations Department
2022 - 2023

Key responsibilities:

- As an Experienced Customer Service Representative (CSR) with a keen ability to problem solve and react quickly to customer calls, I have a proven track record of resolving issues with empathy to increase brand credibility. With 1 year of experience in the insurance industry, I am currently working in the Operations Department of Cupola Teleservices Beema (CTS) located in the Dubai Outsource Zone. CTS is a Direct Digital partner of AXA and GIG Gulf insurance, and a subsidiary of ENOC.
- In my role at CTS, I handle customer complaints, providing appropriate solutions and alternatives within time limits, and diligently following up to ensure resolution. I maintain records of customer interactions, process customer accounts, and file necessary documents. Adhering to communication procedures, guidelines, and policies, I always strive to go the extra mile to engage customers and ensure their satisfaction.
- In addition to my strong problem-solving skills and quick reaction time, I am proficient in using MS Word, MS Excel, and CRM tool Hubspot. My ability to efficiently utilize these tools has helped me streamline customer interactions and deliver excellent service.
- With a customer-centric approach, I understand the importance of maintaining a high level of empathy while addressing customer concerns. By providing prompt and effective solutions, I have successfully increased brand credibility and earned positive feedback from customers.
- I am dedicated to continuously improving my skills and knowledge through ongoing professional development. I am a highly motivated individual who is always willing to learn and adapt to new challenges in a dynamic and fast-paced environment. My strong communication skills, attention to detail, and ability to work well under pressure make me a valuable asset to any team.
- I am proud of my experience in the insurance industry and my contributions to the success of Beema Insurance UAE. As a direct digital partner of AXA and GIG Gulf insurance, Beema Insurance UAE has provided me with valuable insights into the insurance industry, customer behavior, and market trends.

Achievements

- Certified in MS Office Pro 2013 Version
- Winner in various Cultural Events during College days
- Social Media Star Runner-up Andhra Pradesh
- Part of youth parliament at National

Personal Details

- Nationality - Indian
- DOB - 16 - May - 1997

Previous Professional Skills

- Product Knowledge: Extensive knowledge of motor insurance, home insurance, and travel insurance products offered by Beema, including coverage options, terms, and conditions.
- Communication Skills: Excellent verbal and written communication skills to effectively interact with customers, answer inquiries, and explain insurance policies clearly.
- Customer Focus: A strong customer-centric approach, prioritizing customer needs and providing prompt, courteous, and helpful service.
- Problem-Solving: The ability to analyze customer issues or complaints and find solutions within company guidelines and policies.
- Attention to Detail: Accuracy and thoroughness in processing insurance applications, claims, and policy changes to prevent errors or discrepancies.
- Regulatory Compliance: Understanding of insurance industry regulations and compliance with legal requirements while handling customer requests and data.
- Empathy: Showing empathy and understanding towards customers, especially in difficult situations such as claim processing or policy cancellations.
- Technical Proficiency: Familiarity with insurance software and systems used for policy management, claims processing, and data entry.
- Conflict Resolution: Skills to handle conflicts and difficult customer interactions professionally and effectively.
- Multitasking: Ability to manage multiple tasks simultaneously, such as handling phone calls, emails, and processing paperwork efficiently.
- Adaptability: Flexibility to adapt to changes in processes, policies, or technology within the insurance industry.
- Time Management: Efficiently managing workload and meeting service level agreements and deadlines.
- Sales Skills : Depending on the role, a CSR may need some level of upselling or cross-selling skills to promote additional insurance products or coverage to customers.

Declaration

I would be glad to provide any other information required by you. Thank you for your kind attention for walking through my resume. I hereby declare that all the above information furnished by me is true and to the best of my knowledge.

Date :
Dubai

Ravi Shankar Jadala