

# JASMINE RAJAN



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## **Professional Objective**

To work in a strong forward-thinking, progressive, and equal-opportunity organization where I can apply the knowledge I have obtained, involving maximum utilization of my skills and experience to deliver beyond expectations and meet the challenges of real projects.

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## **Organization**

### **ELITE PALACE SECURITY SYSTEMS (TASHAN, BAHRAIN)**

Designation : Executive  
Duration : 9<sup>th</sup> October'2022 – Present

### **Responsibilities -:**

- Handle first-level enquiries received in person, via email, social media, chat or telephone
  - Quotation creation
  - Billing (Vat reconciliation)
  - Make outbound calls
  - Formed and sustained strategic relationships with clients.
  - Delivered high level of service to customers in effort to build upon future relationships.
  - Led and contributed to market and business development activities, identifying and pursuing new potential client services opportunities.
  - Met individually with employees to offer feedback and insight on job tasks based on careful review.
  - Conducted financial analysis to manage risks and benefits.
  - Negotiated with contractors and vendors to provide cost friendly contracts.
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## **Organization**

### **CANARA HSBC OBC LIFE INSURANCE COMPANY LIMITED (HEAD OFFICE GURGAON, INDIA)**

Designation : Senior Associate  
Duration : 25<sup>th</sup> September'2020 – 24<sup>th</sup> August 2022

### **Responsibilities -:**

- Emails, Escalations, Policy Enforcement, Retention completing medical requirements, Claim settlement
- Enforced compliance with approved procedures, customer service standards and external regulatory bodies.
- Identified and handled customer issues in strict alignment with company complaints procedure.
- Modified processes and work procedures to facilitate smooth and efficient daily operations and service delivery.

- Explained claims processes and proactively followed up with claimants to provide status updates.
- Skillfully and patiently explained coverage options to potential policyholders, answering any questions or concerns.
- Developed, implemented and monitored new underwriting guidelines for the agency.
- Reviewed claims to investigate coverage and liability details, collaborating with teams to address gaps in data.
- Evaluated customer needs and providing individualized insurance solutions suited to budget and coverage requirements.
- Liaised with external agencies to facilitate claims processing and advocate for customer needs.

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### **Organization**

#### **ECOS (INDIA) MOBILITY & HOSPITALITY PVT. LTD (HEAD OFFICE – DELHI, INDIA)**

Designation : Senior Executive (Operations – ECO EUROPCAR)

Duration : 20<sup>th</sup> June'2019 – 31<sup>st</sup> March 2020

#### **Responsibilities -:**

- Reservations/Contracting/Billing/ /Customer relationship, Business Development
- Implemented training and development programmes for new employees to successfully exceed retention targets.
- Increased efficiency, effectiveness and profitability by managing team productivity, costs and budgets.
- Drafted reports to discuss developments and issues during board meetings.
- Established professional relationships with business partners, shareholders and authorities to develop trust, rapport and reliability

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### **Organization**

#### **AVIS INDIA (BUDGET GROUP) (HEAD OFFICE – GURGAON, INDIA)**

Designation : Supervisor

Duration : 22 Oct 2013 – 18<sup>th</sup> June 2019

#### **Responsibilities -:**

- Resolving customers query emails/Billing/branch coordination/Supervising,
- MIS, Presentations/MOffice/ Escalations/ Client Handling
- Trained staff to review and reconcile daily transactions to apply best management practices.
- Aligned day-to-day activities with targets set by upper management.
- Met monthly objectives by providing personalized, friendly and knowledgeable customer assistance.
- Trained staff in till management practices including reviewing and reconciling daily transactions
- Equipped staff with knowledge and skills to reach company targets, coaching and mentoring new joiners and underperforming employees in best operational practices.
- Tracked employee productivity, performance and task completion to meet quality standards.
- Developed professional relations with company employees of organization to enhance trust and reliability.
- Strategically planned shift schedules, processed holiday requests and granted leaves to optimize labour costs and productivity.
- Displayed proactive problem-solving and query-resolution skills to provide superior customer service.

- Drafted and submitted reports to inform management regarding performance of employees.
  - Provided one-on-one coaching to improve productivity and skills of employees.
  - Strategically delegated tasks throughout multidisciplinary team to yield maximum productivity.
  - Identified high-ranking performance to promote and reward employees.
  - Investigated and resolved customer complaints within target timescales to increase retention and loyalty.
  - Safeguarded timekeeping and personnel documents to maintain accurate records.
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### **Organization**

#### **CANARA HSBC OBC LIFE INSURANCE COMPANY LIMITED (HEAD OFFICE – GURGAON, INDIA)**

Designation : Customer relationship

Duration : Jan 31, 2011 – Mar 5, 2013

### **Responsibilities -:**

- Resolving customers query through Calls/ Renewals /Collections / MS Office
  - Reduced total number of outstanding accounts by consistently pursuing debtors and reclaiming owed funds.
  - Processed payments over phone and set up recurring drafts.
  - Met demands of busy collections group by performing high volume of daily calls.
  - Confirmed payment arrangements and finalized customer payment dates and contact information.
  - Followed up with customers, leveraging empathetic and transparent communication to offer top-quality assistance.
  - Took full ownership for assigned accounts, solving customer problems and providing excellent customer service.
  - Collaborated with other agents and collections staff to address team goals.
  - Gathered required information from customers for settlement reviews and followed up on management determined results.
  - Contacted customers and discussed unresolved issues and past-due payments to update customer accounts.
  - Chased up overdue payments to offer assistance in difficult situations and set up payment plans.
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### **Organization**

#### **MET LIFE INDIA INSURANCE COMPANY LIMITED (HEAD OFFICE – GURGAON, INDIA)**

Designation : Customer service executive

Duration : Jan 2 2010- Jan 8<sup>th</sup>, 2011

### **Responsibilities -:**

- Outbound calls renewals / Collections / MS Office
- Processed payments over phone and set up recurring drafts.
- Met demands of busy collections group by performing high volume of daily calls.

### **Educational Qualification**

- 10th Pass from C.B.S.E (27, MAY 2005)
  - 12 Pass from C.B.S.E (23, MAY 2008)
  - Graduate B.A (Political science Hons.) (2013)
  - Galileo (Airline Ticketing)
  - Diploma (Aviation/Travel/Hospitality)
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### **Personal Profile**

Husband Name : -Mr. Joshi Philip  
Date of Birth : -3<sup>rd</sup> Feb,1990  
Gender : -Female  
Marital Status : -Married  
Language Known : -English, Hindi, Malayalam  
Nationality : -Indian  
Strength : -Hard Working, Self-Dependency  
Passport No. : - Z6083535

### **Assurance**

I assure you that I will work to the best of my ability & strive hard to make a difference.

**Jasmine Rajan**