

ANJU JOHN

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Objective

A highly organized and hard-working individual looking for a responsible position to gain practical experience.

Experience

Vidal health TPA

17-12-2018 - At present

Customer care Executive

Vidal Health Insurance TPA Pvt. Ltd has been a frontrunner in providing hurdle-free third party administration for health insurance. Vidal Health Insurance TPA Pvt. Ltd is among the nation's leading providers of Third Party Administration (TPA) Service.

Designation: Customer Relation Executive – CRE (17-12-2018 to Present)

Job Profile:

- Handling calls.
- Mediating escalated customer issues.
- Analyzing customer service data to develop more efficient methods
- Facilitating customer needs and concerns
- Ensuring the customer satisfaction
- Preparing monthly call reports.
- Coordinating with other brand officials to resolve the customer concerns.

Indel Money Pvt.Ltd

21-05-2018 - 15-12-2018

Customer care Executive

Indel Money is one leading gold loan provider in Kerala, India that provides instant, hassle-free digital gold loans with flexible repayment.

Designation: Customer Relation Executive – CRE (21-05-2018 to 15-12-2018)

Job Profile:

- Handling calls.
- Mediating escalated customer issues.
- Facilitating customer needs and concerns
- Marketing the products like gold loan, personal loan & business loan
- Direct cash collection from the walk-in customers
- Checking the net weight of gold to approve gold loan.
- Ensuring the customer satisfaction

Education

St.Mary's C.G.H.S.S /Kerala Board

2013

S.S.L.C

74%



● **Esho bavan / Kerala Board**

2015

Plus Two

70%

● **M.G University**

2022

B.B.A

60%

● **I.S.S.D**

2022

Diploma in Hospital Administration

63%



● **Skills**

M.S Office (Word,Excel & power point –basic knowledge) • Skilled in operating computer • Assisting new employees & getting them productive quickly • Leadership quality • Honesty & Loyalty • Motivated & well-disciplined individual • Good interpersonal skills with an ability to understand the customers problem and solving them