

Shilson MG

Operations Executive

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Contact

Address

Edappally, Kerala 682024

Phone

7012478897

E-mail

shilsonmg7736@gmail.com

Skills

Preparing and delivering reports

Complaint resolution

Mail handling

Office administration

Microsoft office skills

Customer service

Operations management

Languages

English

Malayalam

Hindi

Tamil

Work History

2022-04 -
Current

Assistant Manager of Operations

Max Life Insurance Co. Ltd, Kochi

- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Generated operational reports for management on monthly schedule.
- Managed over 50 customer per week

2019-09 -
2022-03

Customer Engagement Executive

Max Life Insurance Co. Ltd, Kochi

- Devised workaround solutions for insurance-related issues.

2015-02 -
2019-07

Operation Back Office Executive

Max Life Insurance Co. Ltd, Kochi

- Prepared monthly indicator and dashboard reports.

Education

2013-09 -
2016-03

Bachelor of Commerce

MG University, Tandem College - Kochi

DOB

22-06-1996