

PAVAN KUMAR DENDULURI

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LEARNING DEVELOPMENT/ OPERATIONS/ CUSTOMER SERVICE/HR & PAY ROLL PROCESS/VENDOR MANAGEMENT/ OFFICEADMINISTRATION

Expertise in organizational systems & procedures and contributing towards improved organization performance, heightened productivity and enhanced internal controls.

CAREER OBJECTIVE:

HR professional 3 years of core HR operations, payroll processing and office administration

Having experience more than 13 years in Operations, Administration, Corporate channel, Broking partners and Customer Service in Financial domain

AREA OF EXCELLENCE

- | | | |
|---------------------|--------------------|-----------------------------|
| ~ Operations | ~ Customer Service | ~ Business Administration |
| ~ Vendor Management | ~ MIS Reporting | ~ Channel partners handling |

Vedavaag Systems Limited (April 2024 to till date)

- Working as **Zonal coordinator** for Insurance vertical.
- Handling Corporate Agent license issuing and updating all the IRDAI Regulations on time to time.
- Handling customer's queries and handling operations issues in New Business generation and logins, issuance.
- Maintaining periodical reports submission in IRDAI portal for corporate agent submissions.
- Handling to conduct training for New CSP/DM/RMs for respective locations.
- Maintaining MIS and other official documentation for audit purpose.
- Handling SBI Life & General logins and issuance.
- Handling to initiate new CSP training and coding part

Nichino India Private Limited (16th Nov 2020 to 31st October 2023)

- Worked as HR – Executive from November 2020 to October 2023
- Implement, review, redesign and introduce HR policies.
- An effective team member with excellent communication, co-ordination & client facing skills
- Provide management inputs for strengthening internal compliances as required by the law.
- Updates all HR systems for all new hires, leavers and changes and ensures accurate and up to date records.
- Organizes, maintains and files employee records via the HR system.
- Sends out employee notifications related to new hires, terminations, promotions, address change, name changes etc. to payroll and all relevant Stakeholders.

- Drafts communications on announcements like promotions, role changes, organizational changes etc.
- Provides support with internal and external audits when needed.
- Generating reports like late coming, absenteeism, Present Summary Report etc
- Payroll process through computerized system
- Generating Pay -slips, Pay sheet and other Reports etc...
- Work closely with the business leaders to understand the mandate specifications and maximize the effectiveness of recruitment process.
- Maintaining MIS, Recruitment tracker and Implementing Employee Retention policy to retain the best talent.
- Coordinating with the employees in completing the exit formalities following with exit interview. Coordinating with the Line Managers of the respective departments for their Employees Exit formality. Taking care of all the Employee login access is deactivated for the left and absconding employees.
- Processing Full and Final Settlement to the relieving Employees. Processing Experience and Relieving Certificates.
- Guide staffing vendors & applicants through the hiring process in accordance with Amazon's policies and procedures.
- Support auditing compliances to define staffing processes including quality of new hires/ re-hire/ early attrition & candidate experience.
- Develop & maintain effective communication process to ensure smooth & efficient flow of information amongst the key stakeholders.
- Must be able to travel as needed to conduct events in various locations within your designated Node or assigned geographical area.

Vedavaag Systems Limited (April 2019 to Feb 2020)

Worked as Regional Coordinator to handle pan India CSP New business and policy servicing.

- Proactively makes recommendations on how to enhance customer satisfaction, and improve operational effectiveness and efficiency
- Actively participated with sales team to generate New business logins, recruiting CSP in Pan India bases.
- Participating in innovation and process improvement activities.
- Handled all employees payroll processing, PF and ESIC registration in the system.
- Identify and develop action plan coordination with the teams during the meetings and process.
- Providing analysis and working in financial projects to facilitate process improvements
- Guided to all CSP executives regarding new business Operations end to end.
- Insurance domain
- Mock audit conducted during the CSP visits and guided to team time to time

Vishnu Chemicals Limited (June 2018 to March 2019)

Worked as Assistant Manager, Banking in Vishnu Chemicals Limited corporate office.

- Handled all the banking activities like submission of necessary documents to banks related to all the trading activities.
- Handled banking and Insurance activities of the company
- Handled BG documents process and Insurance documentation in the banks submissions
- Actively participated in HR operations when team needed
- Supported to Managers during the process of Banking and Insurance applications
- Maintained employee Insurance activities like Group Medical Insurance, Individual or Personal Life Insurance getting quotes as per the requirements
- Maintained Company Insurance records in the system for audit and compliance purpose

SBI Life Insurance Co. Limited - Summary career path (16th Oct 2006 to 31st May 2018)

Worked as a Sr. Executive from Oct'2006 to May 2018 with SBI Life Insurance Co. Ltd., Hyderabad with various departments like Training, Bancassurance and Corporate Agent verticals successfully

SBI Life - Corporate Agent & Broking Vertical (July 2014 to May 2018)

- Handled corporate agent and customers in new business logins and issuance.
- Collecting the necessary documents and verification of confidential client data.
- Identify differences within KYC records , highlight and escalate any discrepancies to sales & Ops team
- Handled MIS reports & other statements with a view to apprise management of process operations and assist in critical decision-making process
- Archive all necessary information for audit purposes according to quality and security requirements, to ensure reliable and timely retrieval of documentation and information.
- Supported in Claims investigation and settlement.
- Analysis of risks in the documentation.
- Identifying the 'Key Risk' areas & also finding process gaps in ongoing business process.
- Ensuring for best quality reports with defined TAT.
- Five new Corporate Agents created successfully in IRDAI portal
- Tracks monthly/quarterly/YTD Summary Reports by Corporate Agents and broker as activity to ensure 100% achievements and to complete MDRT.
- Handled more than 12 Corporate Agents & Broking Partners in Andhra Pradesh and Telangana

Bancassurance vertical - April 2010 to June 2014

- Handed privilege customers in Customers Service at Branch level
- Responsible for processing and underwriting core Bancassurance proposals in the region level
- Preparing MIS (FTD, MTD & YTD) reports & other statements
- MIS for sales team to update the goals and targets on daily/weekly/monthly basis.
- Providing customer support to High Value Accounts through regular interaction.
- Increased branch persistency levels with 150 % by collecting renewal premiums for lapsed/technical lapsed policies.

Learning & Development - Oct 2006 to March 2010

- Worked as Admin support in Training Department.
- Imparting continuous on job training employees at MPC/SO for enhancing their productivity & operational efficiencies through knowledge enhancement / skill building
- Provided training to the employees and sales force and improve awareness on regulatory compliances, ethics, claims process, documentation, complaints case studies, risk, Good Sales Practices by way of conducting training sessions with training department.
- Coordinating with Head office and Regional Level HR to conduct new recruited employee Training programs.
- Managing & ensuring Service level agreement TATs across training & policy servicing processes.

EDUCATION DETAILS

- M.B.A. (FINANCE) Master of Business Administration in Finance from Madras University
- B.Sc. (M.P.C) from Andhra University

SKILLS

- Self-starter with a high degree of energy and initiative
- Strong analytical and presentation skills
- Strong multi -tasking and problem-solving abilities
- Possess excellent analytical, communication and negotiation skills.

PERSONAL DETAILS

- Full Name : Denduluri Pavan Kumar
- Marital Status : Married
- Languages Known : Telugu, Hindi and English
- Address : Plot no. 3 & 4A,
Vasanth Kunj Building,
Chintal,
Hyderabad – 500065.

DECLARATION

I, D. Pavan Kumar, declare that all the above information given is correct.

Date:

Place:

(Pavan Kumar)