

## Navinder Singh Gill

Current Address		Permanent Address	
<b>Address</b>	: 14, Jalan PUJ 6/2, Taman Puncak Jalil, 43300 Seri Kembangan, Selangor	<b>Address</b>	: 14, Jalan PUJ 6/2, Taman Puncak Jalil, 43300 Seri Kembangan, Selangor
<b>Tel (H)</b>	: 603-8999 4929	<b>Mobile No.</b>	: 6016-206 5983
<b>Email</b>	: navingill80@gmail.com		

Personal Particulars			
<b>Age</b>	: 43	<b>Date of Birth</b>	: 09 <sup>th</sup> May 1980
<b>Nationality</b>	: Malaysian	<b>Gender</b>	: Male
<b>Marital Status</b>	: Married		

Educational Background			
<b>Highest Education</b>			
<b>Level</b>	: Diploma	<b>CGPA</b>	: -
<b>Field of Study</b>	: American Hotel & Motel Association		
<b>Major</b>	: Hotel Management		
<b>Name of Institution</b>	: Stamford College		
<b>Location</b>	: Kuala Lumpur	<b>Graduation Date</b>	: -
<b>Second Highest Education</b>			
<b>Level</b>	: SPM	<b>CGPA</b>	: Grade 2
<b>Field of Study</b>	: -		
<b>Major</b>	: -		
<b>Name of Institution</b>	: Sekolah Menengah Taman SEA		
<b>Location</b>	: Petaling Jaya	<b>Graduation Date</b>	: -

Skills	
Microsoft Office	: Word, Excel, PowerPoint,

Working Experience	
1.	
Company	: Prudential Assurance Malaysia Berhad
Location	: Kuala Lumpur
Period	: September 2015 - Currently
Position	: Manager
Department	: Claims Department, Concierge Services & Customer Engagement
Job Description	: <b>I) Customer Engagement – Service Recovery Lead (Feb 2023 – Currently)</b> - Responsible to lead , train & mentor the Leaders & CSEs at Customer Engagement (Contact Centre & Customer Engagement

Centers)

- Ensure delivering exceptional service
- The performance and delivery of customer (NPS, CSAT) & people satisfaction index will be measured
- Provide and promote high standards of customer service by supporting complaints / escalation (manage TAT & complaint reduction)
- Ensure service recovery is conducted
- Responsible towards reduction of Child Ticket (CRM)
- Monitoring the administration of coaching
- Drive capacity reshuffling such as job rotations to facilitate skills development and back up planning
- Succession Planning (to groom potential to next level)
- Ensure all SOP are complied and executed accurately
- Identify and mitigate risks that impact the operations of Customer Engagement
- Participate in Risk management and compliance activities
- Participate in Business Contingency Plan (BCP) to ensure business continuity

## **II) Concierge Services – Special Project (Jun 2021 – Feb 2023)**

- Lead team of 3
- Manage Project for Major Claim (Partial Payor issue)
- Liaise with IT , Endorsement , Claims, & Vendor for enhancement

## **III) Claims Department – Sept 2015 – Jun 2021**

**(March 2020 – Jun 2021)**

### **Medical Helpdesk / Claim Support**

- Lead a team of 5 staff
- Review all decline ,appeal & complaint claims
- Liaising with client and service providers – i.e. doctors, hospitals, agents & policy holders
- Reviewing & Managing KPIs & KBIs
- Mentoring, coaching training staff (Claim Department)
- Collaboration with Customer Service Team
- Ad hoc task provided by HOD & SM

### **CRM & HAS email (Complaint Unit)**

- Attending to all complaints & appeal cases from call center , CRM & email
- Making sure all complaints are delivered within service level, promptly & quality

**(Sept 2015 – March 2020)**

### **Team Lead (HAS)**

- Lead a team of 12 staff
- Approve all OT's, annual leave , training & MC's,
- Reviewing & Managing KPIs & KBIs
- Mentoring , coaching & training staff
- Prepare Professional Query Fees to doctors

### **Hospital Alliance Services Operations**

- Managing roster for 40 staffs
- Mainly making sure all guarantee letters are issued within the service level
- Assessing claims & reviewing all guarantee letter to make sure guarantee letter are issued correctly
- Delivering prompt & quality service solution
- Handling enquires on health claims status

**Fast Track Hospital Benefit Claim (Project)**

- Lead a team of 6 contract staff
- Reviewing & approving all hospital benefit claims
- Making sure all claims are correctly paid out
- Enhancement for Automation payout

**Other Tasks**

- Daily reporting such as service level, audit findings, claim penders & other ad hoc reporting
- System enhancement reviews – automation
- Weekly meetings with Director of Operation
- Other ad hoc task as & when required by Management
- Night Shift Allowance

**E-payment Project for Claims**

- CWP (Customer Web Portal)
- Email & Circular (Agency)
- RCC (Call Centre)
- Valuation Team (POS)
- SOT ( Strategic Operation Transformation) & IT

2.

Location : Kuala Lumpur  
Period : March 2008 – August 2015  
Position : Senior Customer Service Executive  
Department : Health Care Services

3.

Company : International SOS (M) Sdn Bhd  
Location : Kuala Lumpur  
Period : March 2006 – February 2008  
Position : Customer Service Executive  
Department : Specialty (Concierge) & International (Medical)

4.

Company : Istana Hotel  
Location : Kuala Lumpur  
Period : June 2005 – February 2006  
Position : Assistant Manager  
Department : Front Office

5.

Company : Carcosa Seri Negara  
Location : Kuala Lumpur  
Period : November 2004 – April 2005  
Position : Supervisor  
Department : Front Office

6.

Company : Armada Hotel  
Location : Petaling Jaya

Period : May 2000 – October 2004  
Position : Supervisor  
Department : Front Office

7.

Company : Sheraton Hotel & Towers  
Location : Subang Jaya  
Period : October 1999 – January 2000  
Position : Guest Service Assistant  
Department : Front Office

8.

Company : Pearl International Hotel  
Location : Kuala Lumpur  
Period : June 1999 – September 1999  
Position : Trainee  
Department : Sales & Marketing, F & B , Front Office, Accounting, Purchasing and Housekeeping

### Languages

Language	Proficiency (Best=10 - Worst=1)	
	Spoken	Written
English	10	10
Bahasa Malaysia	10	10
Punjabi	5	1

### Preferences

**Willing to Travel** : Yes  
**Willing to Relocate** : Yes  
**Possess Own Transport** : Yes  
**Availability** : After 3 months notice

### Miscellaneous

**Text Resume** : I have adept knowledge in overall computer operations and have taken courses in Microsoft Window operations (Microsoft Word, Excel, PowerPoint, etc).  
  
In terms of computer maintenance, I have adept knowledge in it.  
  
I have successfully developed myself to become a respectable Public Relation Personnel.