Himanshu Gour

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**MANAGERIAL ASSIGNMENTS**

**~ Process Operations ~ Project Management ~Quality Assurance ~People Management**

**In BPO/KPO/ITES, Reinsurance/Insurance Sector**

**Career Overview**

* Technically competent professional with 11 years of rich experience in BPO Operations, Process Management, People Management, Process Analysis Client Servicing & Team Management; working at **GENPACT India, Gurgaon as Manager (Subject matter expert)**
* Proficient in managing & leading teams for running successful process operations & experience of implementing procedures, service standards for business excellence and acting as an escalation gate to resolve critical issues of the team members.
* Skills in conducting various training sessions for enhancing the performance and quality of service and managing teams with focus on excelling business targets & service delivery metrics.
* Strong People Management skills – Focus on mentoring and carrier development of team members while surpassing the expected team targets.
* Adept in acting as an ambassador of change for successful implementation of business solutions in organisations within pre-set budgets and deadlines.
* Strong communication & interpersonal skills.

**Core Competencies**

- Business Excellence - Compliance Management - Process Road Map

- Process Implementation - Cost Optimization - Customer Relationship Management

- Service Delivery - Quality Management Practices - Team Management

- Escalation Management - Change Management - Operational Optimization

- Best Practices

**Employment Scan**

GENPACT India, Gurgaon Since Jul’2008

*Currently Handling team of Underwriting Assistants*

***Growth Path;***

**Process Associate : Jul’08 - Mar’10**

**Process Developer : Mar’10 - Nov’12**

**Management Trainee : Nov’12 - Jun’15**

**Assistant Manager : Jun’15- Dec'18**

**Manager : Dec'18-till now**

**Highlights**

* Successfully Completed Onsite transition of 35 FTE for UK based Reinsurance Underwriting business as a business SME (London UK-2018, Submission & Bind process for P&C Facultative & treaty business.
* Four successful offshore transition for one of the top P&C Reinsurance market player (Property Cat Modeling/Pricing, AUTO & Worker Compensation (Risk setup & Pricing).
* Supported in the capacity of Business SME in the project lead by automation team wherein provided inputs and helped the team in creation of a robot responsible to do automated pricing for simple accounts.
* Leading team of Underwriting Assistants for Property & Casualty Reinsurance.
* Insurance/Reinsurance & MS Excel trainer for COE.
* Got recognized multiple times by client for delivering quality services.

**Major Roles:**

* Setting up targets and goals for the process – setting and maintaining CTQ, CTP targets for the process.
* Ensuring CTQ closure: Productivity-Capacity Based Turn Around Time (TAT) through Time studies & Capacity Planning and Accuracy Base-Lining.
* Leading and participating in remote transitions and providing training to the pilot batch.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient function and ensuring uniformity in the process understanding at the client’s and the organization’s end.
* Preparing Standard Operating Procedures, Manuals to facilitate smooth functioning of process, ensuring conformance to Service Level Agreements.
* Charting business requirements; coordinate in developing process flows, implementing and transitioning processes in line with internal guidelines.
* Identifying improvement areas & implementing measures to maximise customer satisfaction levels and taking escalations for resolving critical issues; ensuring CTQ Delivery & Business Continuity.
* Interacting with Support functions for staffing & scheduling requirements, performance reporting, etc. and managing & monitoring the performance of teams, maintaining Shift Statistics to ensure efficiency in process operations and meeting of individual & group targets.
* Developing individuals through demonstration and by providing constructive feedback; addressing employee performance issues, grooming them for future roles and creating an enjoyable working environment.

**Courses Undertaken**

* Introduction to **Underwriting**(Insurance/Reinsurance) from Insurance Institute of America 2010
* Introduction to **Risk Management** from Insurance Institute of America 2013
* AINS -21 from Insurance Institute of America

**Certifications and Trainings**

* Certified Lean Six Sigma Green Belt 2014
* Lean-VSM Genpact India, Gurgaon in 2008.
* Operations Boot Camp from Genpact India, Gurgaon in 2015.

**Education**

* Certificate Programme in General management from IIM , Lucknow in 2010.
* M.Sc.(Physics) from DAVV Indore in 2007.
* B.Sc.(Statistics) from DAVV Indore in 2005.

**IT Skills**

Well versed with **Windows, Internet Applications and MS Office. Strong knowledge of MS Excel**

**Personal Vitae**

Date of Birth : 31st March 1985

Languages Known : English and Hindi.

Address : House No. 540, Sector 4, Gurgaon-122001.