

HRIDESH DODEJA

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PROFESSIONAL SUMMARY

Dynamic and results-driven Business Development & Operations Specialist with over 3 years of experience across insurance sales enablement, relationship management, and process optimization. Proven track record in recruiting and training advisor networks, refining customer service workflows, and leveraging analytical insights—including AI/IVR conversational data annotation and LLM evaluation—to drive revenue growth and operational excellence. Holds an MBA with strong expertise in client retention, cross-functional collaboration, and competitive positioning.

CORE COMPETENCIES

- **Business & Strategy:** Business Development, B2B/B2C Sales, Relationship Management, Stakeholder Engagement, Market & Competitive Analysis, Revenue Growth Strategy, Cross-Functional Leadership.
- **Operations & Insurance:** Life & Wealth Insurance Products, Financial Advisory, Process Optimization, Client Onboarding, Customer Retention & CSAT, Regulatory Compliance, CRM Management.
- **Technical & Analytics:** Data Annotation & Intent Labeling, Conversational AI Workflow Design (Google AI Studio), Large Language Models (LLMs), Data Transformation (dbt), Agile Project Management (Atlassian Jira, Linear), Version Control (GitHub), Analytical Problem Solving.

PROFESSIONAL EXPERIENCE

Business Partner (Insurance) — HDFC Life Jun 2026 — Present | Mumbai, India

- Recruit, develop, and mentor a high-performing team of Insurance Advisors catering to life and wealth management needs, tracking performance via established KPIs.
- Establish strategic partnerships with business partners to penetrate target demographics, driving pipeline generation and scaling business volume.
- Conduct regular product and sales enablement workshops to improve advisor conversion rates, cross-selling capabilities, and product mix.

Relationship Manager — Well Serve Services Pvt Ltd Jul 2023 — Jul 2024 | Mumbai, India

- Spearheaded relationship management and account management for key client accounts, driving prompt resolution of complex customer inquiries and escalating critical issues.
- Collaborated with cross-functional operational teams to streamline internal workflows and project lifecycles, resulting in elevated SLA compliance, service delivery, and higher client satisfaction.

Senior Process Associate — Accenture Solutions Pvt Ltd Dec 2022 — Jul 2023 | Mumbai, India

- Managed end-to-end customer interaction channels, providing expert resolution for high-priority insurance service requests and maintaining rigorous quality assurance.
- Consistently maintained exceptional service standards, earning a 5-star customer satisfaction (CSAT) rating across performance evaluations and quality audits.

Network & Service Operations Associate – Insurance — Accenture Solutions Pvt Ltd

- Engineered IVR bot enhancements using analytical thinking to Jun 2021 — Dec 2022 | Mumbai, India optimize automated conversation flows and user experience between agents and clients.

- Executed test data annotations and mapped multi-level intent variations across insurance call flows, equipping agents to boost sales conversion rates and complete calls on a positive note.

Business Development Analyst — Well Serve Services Pvt Ltd

- Formulated and executed targeted business development strategies that increased overall operational efficiency by 2% through optimized resource allocation. Jun 2019 — Aug 2020 | Mumbai, India
- Authored an in-depth competitive market analysis report identifying critical differentiators, expanding market positioning and competitive advantage by 5%.

EDUCATION

Master of Business Administration (MBA) — Turiba University Jun 2017 — Jun 2019 | Riga, Latvia

Bachelor of Business Administration (BBA) – Aviation Management — Mahatma Gandhi University
Nov 2013 — Nov 2016 | Mumbai, India

Indian School Certificate (ISC) – High School — Jasudben ML School
Jun 2010 — Jun 2012 | Mumbai, India

CERTIFICATIONS & LANGUAGES

- **Certifications:** Digital Marketing Certification — LIPS India
- **Languages:** English (Professional), Hindi (Native/Fluent)