

Harsha Sonune

Process Analyst

Dynamic Process Analyst with a proven track record at Gallagher India and Tech Mahindra, enhancing UK insurance claim processes and US courier services.

Customer satisfaction through analytical prowess and exceptional customer service.



Work History

2022-05 -
2024-07

Process Analyst

Gallagher India, Pune, India

- Worked extensively on UK insurance claims, policies and settlements.
- General insurance, Property and Casualty claims.
- Assisted the internal teams with required inputs and claim procedures.
- Utilize various communication channels (phone, email, chat) to address customer needs promptly.
- Meet or exceed performance metrics such as customer satisfaction ratings, response time and accuracy.
- Planned, researched and designed solutions in support of strategic plans or clinical and business requirements.
- Adhere to strict data protection guidelines to ensure customer information security.
- Maintain knowledge base articles and contribute to process improvement initiatives.
- Created multiple personal projects called "Kaizen" for process improvements and team support.

2020-10 -
2022-04

Associate - Customer Support

Tech Mahindra, Pune

- Assisted Customers on US courier service.
- Facilitated smooth communication between sales, production, and distribution departments to improve overall workflow efficiency.
- Resolved the escalated cases.
- Processing the Audits. Billing of the accounts, discounts and promo codes.
- Updating customer details and follow up call for verification.



Contact

Address

Rama MetroLife Maxima, C -
510, Next To Indira College And
Behind Shell Petrol Pump,
Tathawade,Pune, India 411033

Phone

8624033083

E-mail

sonune.harsha358@gmail.com

LinkedIn

www.linkedin.com/harshasonu
ne14



Education

2016-07

Master of Arts

Dr.BabaSaheb Ambedkar University - Aurangabad -
Aurangabad, India

2012-06

Bachelor of Arts

Dr.BabaSaheb Ambedkar University - Aurangabad -
Aurangabad, India



Interests

Exploring Korean Content

Sketches & Design

Cooking



Skills

Analytical and Problem-Solving Skills



Adaptability and Continuous Learning



Customer Service



Teamwork and collaboration



Additional Information

There is a career gap of 4 years (2016-2020)

- 2016-18, For the preparation of competitive exams.
- 2018-20, I was shortlisted in Central Railways for Class C post but unfortunately, it didn't work out.