

Sr. Process Executive | Business Process Outsourcing (BPO) | Insurance Carrier Management Results-oriented Sr Process Executive with 3.5 years of experience in managing insurance carriers, data analysis, and process optimization. Proven ability to lead task assignments, ensure data accuracy, and implement quality control measures within Business Process Outsourcing (BPO) environments. Seeking to leverage expertise in insurance data management and cross-functional team leadership to contribute to organizational success and enhance client satisfaction

CORE COMPETENCIES

- Insurance Carrier Management
- Project Coordination & Execution
- Data Analysis & Reporting
- Quality Assurance QA
- Client Relationship Management
- Process Optimization
- Task Assignment Leadership
- Team Collaboration & Communication
- Data Integrity & Validation
- Technical Expertise: CRR, CED, IR Desktop

SOFT SKILLS

- Problem-Solving
- Time Management
- Adaptability
- Communication
- Teamwork
- Analytical Thinking
- Initiative
- Organizational Skills
- Collaborator
- Communicator
- Innovator

TECHNICAL SKILLS

- Data Management Platforms
- Software Proficiency
- Quality Assurance Systems
- Project Management Tools

EDUCATION

M.Sc in Mathematics

PROFILE SUMMARY

Professional Experience:

Mahendra Motors | Customer Relationship Manager (CRM)
Date of Employment – Apr 2021 - Apr 2023

Key Achievements:

- Interacted with customers to provide detailed information about vehicles, including product features, pricing, and financing options to enhance customer experience.
- Handled customer inquiries regarding vehicle discounts, ensuring competitive pricing aligned with company policies and customer expectations.
- Prepared and processed accurate customer bills for both sales and service transactions using Tally, contributing to efficient financial operations.
- Monitored vehicle status and provided timely updates to customers and internal teams for smooth service flow.
- Coordinated with cross-functional teams to streamline daily operations, improve service quality, and address customer issues efficiently.
- Participated in weekly team meetings with branch employees to discuss performance metrics, share insights, and implement best practices across locations.
- Collected, interpreted, and reviewed financial information to create comprehensive reports for management and stakeholders, supporting informed decision-making.
- Conducted financial trend analysis to predict growth opportunities and support strategic planning.
- Managed day-to-day accounting operations in Tally, including accounts payable, accounts receivable, and general ledger entries, ensuring accuracy and compliance with financial standards.

Patra Corporation | Sr. Process Executive
Date of Employment – May 2023 - Oct 2024

Key Achievements:

- Lead and manage insurance carrier projects across Dental, Medical, and Vision policies for US-based clients, ensuring compliance and data accuracy.
- Analyze and manage insurance data via multiple interfaces, including Carrier Report Retrieval (CRR), Claim Experience Database (CED), and Image Right (IR) Desktop.
- Oversee the intake of client data, perform quality control checks, and coordinate task assignments to ensure timely project completion.
- Implement and manage QA/QC processes, streamlining the review and approval of data before final submission to clients.
- Collaborate with cross-functional teams to enhance the accuracy and efficiency of carrier management systems.
- Ensure successful client communications and satisfaction by addressing queries and rectifications promptly.

2018-2021

Percentage: 60.10%

B.Tech in Information Technology

Jawaharlal Nehru Technical University

Vitam College of Engineering

2006-2010

Percentage: 50.10%

PERSONAL DETAILS

Date of Birth: August 02, 1986

Gender: Female

Address: Sasikala Enclaves, Simhadri
Nagar, Pendurthi, Visakhapatnam,
Andhra Pradesh - 531173

Nationality: Indian

Marital Status: Married

Languages Known: English, Hindi and
Telugu

Technical Skills:

- **Clients' Carrier Management** – Demonstrated a proven track record of efficiently managing client accounts, consistently delivering error-free outcomes and maintaining high levels of client satisfaction throughout project lifecycles.
- **Project Scheduling** – Successfully led over 90% of assigned projects to timely completion, ensuring adherence to deadlines while maintaining quality and operational efficiency.
- **Statistical Analysis** – Provided in-depth support for troubleshooting IT-related issues and resolving errors, utilizing strong analytical skills to enhance system performance and ensure seamless operations.
- **MS Office Proficiency** – Expert in utilizing MS Office tools (Excel, Word, PowerPoint) to streamline data management, reporting, and project documentation, contributing to overall team productivity and accuracy.

Key Strengths:

- Strong leadership in project execution and task management.
- Skilled in maintaining accuracy in high-volume data processing and reporting.
- Effective communicator with a proven track record of improving client satisfaction
- Adept at navigating complex insurance data platforms to ensure project success.

Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief.