

**CHARU KAPOOR**

**Mobile:** 8860298575

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**Objective** – Seeking a challenging career with an MNC and highly organized and hard-working individual looking for a responsible position to gain practical experience.

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## Professional Experience

**M-Insure Services Private Limited - Junior Manager - (15<sup>th</sup> November 2021 – Till Now)**

### Job Responsibilities:

- ☐ Onboarding of the new partner and developing of the good relationships.
- ☐ Management of the daily work and maintaining under the TAT.
- ☐ Participate in recruitment and training to the new joiners for the set KRA'S.
- ☐ Making of the roasters and taking care of the shrinkage in the team.
- ☐ Responsible for daily assigning of the work of different channels to the concerned team.
- ☐ Making of a full fledge structured team to work together.
- ☐ Conduct employee performance reviews.
- ☐ Manage and evaluate revenue and expense reports under reconciliation part.
- ☐ Continually advancement of product knowledge and that of other employees.
- ☐ Smooth out problem within the team and process too.
- ☐ Evaluation of the quarterly and annually review part of the team members.

**Xceedance Consulting India Pvt. Ltd. – Process Expert - (15<sup>th</sup> June 2020 – 12<sup>th</sup> November 2021)**

### Job Responsibilities:

- ☐ Create reporting both for client and management for Operations review
- ☐ Analyze data and is responsible for highlighting gaps, recommends solution and driven and influence decision.
- ☐ Ensure Team awareness of the combined end goals and establish operation objective to meet the client deliverables
- ☐ Working on MS-WORD to prepare and issuance of the Commercial policies as well as Individual policies **(Property & Casualty)**
- ☐ Manage proactive and timely client communication.
- ☐ Process Deliverables (Productivity, Production Accuracy, Team's accuracy/Feedback, Work Management, Conducting Team refresher, PKT).
- ☐ Monitor the quality and provide feedback to the Team member regularly.
- ☐ Responsible for daily allocation of the work to the team.

**WIPRO TECHNOLOGIES – Processor - (24<sup>th</sup> May 2018 – 2<sup>nd</sup> June 2020)**

**Job Responsibilities:**

- ☐ Direct handling of on shore clients.
- ☐ End to End responsible for Dependent Verification Services process.
- ☐ Responsible for Claim Issuance (**US Claims**) process.
- ☐ Mail work regarding the documentation procedure.
- ☐ Day to day inventory management for different ques.

**Policybazaar Insurance Web Aggregator – Associate Sales Consultant - (3<sup>rd</sup> April 2017 – 21<sup>st</sup> May 2018)**

**Job Responsibilities:**

- ☐ Customer handling over the calls and emails.
- ☐ Giving the best insurance plans as per the customer requirements.
- ☐ Coordination between the Insurance companies and Customers.
- ☐ Maintaining the customer data on excel.
- ☐ Follow up of the policy till the time it is not issued.

**SKILLS:**

- ☐ Expertise in Insurance-Underwriting domain – P&C.
- ☐ Knowledge of Insurance life cycle – Policy Admin, Underwriting, Submission, Bound, Claims.
- ☐ Application: Duck Creek, SharePoint, Forms library, Citrix, Plan smart, Matrix. Imaging, TBA.
- ☐ Proficient in Microsoft Word.
- ☐ Team Management, Operations, Process Excellence, Business Analytics, Trainings, Global Client Management, Onboarding.
- ☐ Leadership quality.

**SOFT SKILLS:**

- ☐ Highly motivated and energetic.
- ☐ Time management and delegation
- ☐ Ability to learn and grasp new concepts.
- ☐ Try to finish all the responsibilities within deadlines.

**Academic Qualification:**

- ☐ Post-Graduation in PGDIB
- ☐ Graduate in B. Com (2016)
- ☐ High School from HBSE Board (2010-2011)
- ☐ Intermediate from CBSE Board (2012-2013)

**Computer Skills:**

- ☐ Operating System: Windows, Android, macros.
- ☐ Packages: MS Office (Word, Excel, Power Point).
- ☐ Other: E- mail operation, Outlook Express, Skype, Teams etc.

**Personal Details:**

- ☐ **DOB** 25 May 1995
- ☐ **Husband Name** Mr. Lalit Mohan
- ☐ **Marital Status** Married
- ☐ **Religion** Hindu
- ☐ **Nationality** Indian
- ☐ **Address** Gurugram
- ☐ **Languages Known** English, Hindi
- ☐ **Strength** Dedicated, Optimistic, Punctual, Confident

**Place:****Date:****(Charu Kapoor)**