### D:\20220225_181656.jpg Pinki Jain

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# Career objective

Learning never stops with the end of one’s formal education. It is a continuous process. As a professional, I see myself as a person whose formal education serves as the foundation for self-growth as well as the growth of the organization.

# Organisational Scan

# Exl Service Pvt Ltd. Executive 6th of Oct 2023 to till date, Noida

**Job Responsibilities:**

* Recently joined Exl Service Pvt Ltd. as an Executive for the process of Transamerica “Life & Annuity Insurance”.
* Understanding the term of Insurance such as Life cycle of a Policy, Grace Period, Insurable Interest, Premium, Role of Insurance etc.
* Reviewing on types of Life Insurance Policies, Policy Provisions and others.
* Updating changes to life insurance policies including; change of beneficiary, change of ownership and upgrade in amount or type of policy and other details.
* Manage Contract Print work after completing initial work with accurate details, funds drafting, delivery & issue policy on provided software.

# Farmar Tactical Services Snr. Operation Associate 22nd to Feb 2019 to 04th Oct 2023, Noida

**Job Responsibilities:**

* Draft initial Validation letters, Validation letter of debt, Complaint Summons and Civil case Cover sheet with e-filing the documents in respective sites.
* Verify consumer address as per county to issue Validation letter and Summons.
* Draft demand letter to debtor.
* Verify employment with the legal site.
* Prepare validation letter of debt with the full details of amount.
* E-file documents after all procedures with the correct payment.
* Judgment, cost bill, and other supporting pleadings.
* Draft notice of demand to pay.
* Preparing Default judgment, also E-filing the documents in respective sites.
* Draft, file and serve documents for judgment debtor examination.
* Preparing Settlement letters for consumers (SIF and PIF).
* Draft, have issued and serve writ of garnishment.

# Capgemini Technology Services Ltd. Process Associate, 11th of Oct 2017 to 31st May, 2018.

# Noida (NSEZ)

# Genpact India Pvt. Ltd. Process Associate, 01st Aug 2013to 30th November 2015

# Noida

**Job Responsibilities: -**

* Worked with Capgemini as a “Claims Processor and Claims Auditor” for Property & Casualty

Insurance Process.

* Worked with Genpact as a “Claims Processor, Claims Auditor, Claims Indexing, and Quality Assessor” for Healthcare Insurance Process.
* Worked on damage property claim on daily basis.
* Prepared bill according to insurance type such as flood, hazard, wind, cyclone, tropical storm etc.
* Worked on due bills, reinstatement, cancellation of policy.
* Maintained track of all insurance, loan collateral, policy intimation activity.
* Managed service operations for rendering and achieving quality services.
* Associated with Insurance Claims processing through Clients Automated Claim Entry System for our clients in US.
* Worked on enrolment, reinstatement, cancellation of policy.
* Managed all the data on excel sheet and send report to the manager.
* Provided first line customer support by answering queries & resolved their issues and ensured to minimum TAT.
* Provided refreshers as required to new hires.
* Regular doing Quality checks.
* Coordinate with the team. Worked on various queues and processes.

# Academic Credentials

* B.A. from IP College, Delhi University in 2007.
* XIIth from CBSE Board in 2004.
* Xth from CBSE Board in 2002.

# Key Skills

a) Windows, Ms–Office, MS-Word, MS-excel, PowerPoint, V-Lookup & H-Lookup and other Logical functions etc.

b) SAP (HR/Human Capital Management)

* With SAP ERP
* Knowledge of T-Code- PA30, PA03, OPA30, PPOCE, PPOME, PPOSE, PA40, SPOCK etc.

# Extra-Curricular Activities

* Volunteer coordinator with the team of “Women Development Cell” (NGO) during Graduation.
* Performed 120 hrs civil service under NCC during Graduation.
* Winner of dancing competition at college level.
* Received many positive feedbacks from Customer and having a good rapport with Quality Team and also received Genpact ‘Bronze Award’ as a Rising Star and as a Best performer.
* Received EXL ‘Extra Miller Award’ as a Best performer with 98% accuracy of pilot batch.

# Personal Dossier

* Date of Birth : 11th Dec 1986
* Gender : Female
* Marital Status : Married
* Husband Name : Mohit Jain
* Strengths : Positive attitude, Negotiation skills, Adaptability
* Contact details : 10/4, Peelay Quarter (Near Mahila Thana), Lohiya Nagar, Ghaziabad, UP-201001

**I hereby declare that all the above-furnished information is correct to the best of my knowledge**

Date:-

Place:- Signature