**NEHA BUDHRAJA**

Having an expertise of 3.5 years in different Insurance companies in customer service domain involved in data handling, data scrubbing, customer service relationship enhancement & solving customer queries over calls, mails.

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**WORK EXPERIENCE**

1. Worked at **XL India Business services Pvt. Ltd.** from **9 dec’2013 to 30th Jan 2015** at the profile of **Process specialist – Catastrophe modeling** in the Property dept. of Insurance.

The various duties and responsibilities that I followed were:-

●Undertaking  of the processing of various pre binding risk modeling task via usage of RMS CAT modeling application with adherence to the set accuracy & efficiency.

●Ensuring adherence of CAT Modeling guidelines while processing accounts.

●Populating quote Premium Calculation Tool data for underwriter usage.

●Comprehending to the bound package terms/conditions and undertaking of data quality check of the bound Premium Calculation Tool.

●Support the underwriting process via usage of RMS catastrophic modeling application.

●Updating of query tracker accurately on a monthly basis and providing of status update to the supervisor.

**2.** Employed at **Risk Management Solutions**, as **Assistant Analyst** from **1 April‘2016 to 28 ‘Feb 2017**.

* Duties involved at RMS were applying limits and deductibles on the data recd.
* Data Scrubbing/cleaning.
* Working on calls, mails and MS Excel.
* And taking care of policy endorsements.

3. Worked at **Optima Insurance brokers Pvt. Ltd**. As “**Customer Support Executive**” for 8 months from **27August’2018** to **26 April 2019**. My tasks involved :-

* Policy operations/issuance.
* Providing necessary support to sales team
* Applying Endorsements as per client requests.
* Determine changes for services requested.
* Handle customer queries over calls and mails.

1. Presently I am working with **Aegis Customer Support Services Pvt. Ltd.** As a **Senior Executive - Operations** in **One Plus dpt.**. Joined on **May 17’2021** to **26-09-2021.** My roles and responsibilities here are as follows :-

* Resolving customer queries over calls - Domestic Inbound voice process.
* Updating call Data on Oracle software.
* Working on mails.
* Working on various tools like Oracle, GSP, Servify etc.
* Maintaining call data on excel sheet.

1. Lastly, I worked with Insurance broker expert, known as **Policybazaar Insurance Brokers Pvt. Ltd.**, as an **Associate Sales Consultant** from **28th July 2022** till **26th Dec 2022**. My work duties involved :-

* Outbound calling to customer on daily basis and provide the best comparison on insurance plans available.
* I also handled inbound calls of customers when I worked in inbound dpt.
* Calls transfers, selling of best insurance plans were also there.

**ORGANIZATIONS**

1. XL India business services Pvt. Ltd. (Dec 2013 to Jan 2015) Location - **Gurugram**
2. Risk Management Solutions India Pvt. Ltd. ( April 2016 to Feb 2017) Location - **Noida**
3. Optima Insurance brokers Pvt. Ltd. (Aug 2018 to April 2019) Location - **Delhi**
4. Aegis Customer Support Services Pvt. Ltd. ( 17 May 2021 to 26 Sep 2021) - **Gurgaon**
5. Policybazaar Insurnace Brokers Pvt. Ltd. (28 July 2022 to 26 Dec 2022) - **Gurgaon**

**ACADEMIC QUALIFICATION & CERTIFICATIONS**

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| --- | --- | --- | --- |
| ***Examination*** | ***Institute/University*** | ***Year of Passing*** | ***Result*** |
| **Certified in Advance MS Excel** | **Talent Magnifier** | March 2020 | PASS |
| **PGDM in HR (distance learning)** | **IMT University, Ghaziabad** | 2018-2019 | 54.10%  2nd division |
| **B.A in Insurance** | College of Vocational  Studies, **University of Delhi** | 2010-2013 | 73.5% |
| **Licentiate Certification in  life Insurance** | **Insurance Institute of  India** | November 2012 | 76% |
| **Certification in marketing  and sales** | G ­ MARC school of  Business | August ­ December  (2011) | PASS |
| **12th ( commerce with maths)** | **Green Fields School,** New Delhi | 2010 | 74.5% |
| **10th** | **Green Fields School**, New Delhi | 2008 | 76% |

**SKILLS**

* Teamwork
* Good communication
* MS Office : Proficient at MS Excel
* Selling skills
* Customer Service
* Typing speed : 35 WPM
* Good at solving customer queries and concerns

**HONOURS & AWARDS**

1. Won cash prize for participation in economics fest held in our college.
2. Certificate of Merit:
3. Achieved 1st position, in my graduation in 1st year and 3rd year.
4. Achieved 3rd position, in my graduation in 2nd yr.
5. Cleared licentiate exam in life insurance and certified for the same conducted by ​ Insurance Institute of India​.

**OTHER DETAILS**

Date of Birth: **9th November 1992**

Gender      :  **Female**

Marital Status : **Single**

Languages known: **English, Hindi**

**Place: New Delhi**

**(NEHA BUDHRAJA)**