

Curriculum Vitae



Reena Devi N. Sharma.
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CAREER OBJECTIVE:-

To be a part of esteemed organization and be responsible in its successful. While working as a part of the team excels in handling all the types of corporate challenges efficiently thereby ensuring impeccable results for the organization while improving myself.

➤ Educational Qualification:-

Examination	School/college	Board/ University	Year of Passing	Class %
T.Y.BCOM	K.J. Somaiya College of Arts & Commerce	MUMBAI UNIVERSITY	2013-14	64
HSC	S.K. Somaiya College of Science, Arts & Commerce.	MAHARASHTRA BOARD.	2010-11	67
SSC	Swami Vivekanand High School.	MAHARASHTRA BOARD.	2008-09	78

➤ Professional/Master Degree :

Examination	School/college	Year of Passing	Class %
MBA in Finance	K J Somaiya Institute of Management Studies and Research (SIMSR) (Autonomous)	Completed	-
CS Foundation	Institute of Company Secretary of India	2013	Pass

Technical Skills :

MS-CIT. (Operating Systems: Windows 98/2000/XP)

- MS OFFICE.
- Knowledge of excel (vlookup, pivot table, formulas. etc)

TALLY ERP.9 (Advance).Window 2008.

- Accounting & Inventory voucher, regarding purchase & sales transaction.
- VAT (Value added tax),CST (central sales tax),Service tax, TCS (tax collected sources),TDS (Tax Deducted at source).

Professional Experiences:

Current working profile:

• Currently working with **HDFC LIFE INSURANCE company** in (MUMBAI). As a position of "**Associate Manager**" in claims department.

- Having 4 year experience in this job.

Working Experiences :

Role/Responsibilities	<p>Playing the role of an '<u>Associate Manager</u>' in a <u>claims department</u> and responsible for:</p> <p><u>Administration:</u></p> <ul style="list-style-type: none">➤ Reviewing the Live cases.➤ Working on application such as name of system is TEBT, Wonder and Life Asia.➤ Knowledge of insurance industry particularly in Claims Investigation, Risk assessment, new business acquisition, regulatory report making & application of insurance.➤ Handling Legal queries mails and revert.➤ Investigation & resolution of grievance pertaining to MIS, selling, fraud, misappropriation of funds, data leak, hoax calls and other prevalent issues.➤ Giving training to the new commerce. <p><u>MIS:</u></p> <ul style="list-style-type: none">➤ Highlighting productivity MIS with team.➤ Keeping track of MTD & YTD count of ND (Non-Disclosure) cancellation MIS.➤ Sending cases of field for Sales Action with RMCU.➤ Maintaining & keeping record of Post issuance Data, UW referral, RMCU referral and Complaint tracker.➤ Keeping track of users of their daily basis productivity and assessment.➤ Doing SDA (SERVICE DELIVERY ASSESSMENT) of every starting of the months.➤ Identifying trend to detect fraud across Pan India. Highlighting in MBR data.➤ Working as a team and following the TAT given.➤ Suspicious cases allocate to agency & Follow up with agency within TAT for reports.➤ Checking other insurance policy as well. (De-Dup).➤ NEFT Checking. Processing refund after cancellation of policy if policy holder come back with original KYC proof.➤ Communication sent to customer on defined TAT. <p><u>Projects:</u></p> <ul style="list-style-type: none">➤ Projects initiated which help team to save their time on day to day activity. After implementation this is timesaving and getting things to be done quickly.➤ Received appreciation mail as well as card for good performance in a month and quarter.➤ Employee of the quarter award received.
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•**Previous working profile :**

WOCKHARDT LTD.(PHARMACEUTICAL MNC COMPANY in (MUMBAI) As a Support Executive with MIS DEPARTMENT based on **Back office.** (from JULY-2014 to March'16.)

- **Having 1 year 8 months experience in this company.**

Working Experiences :

Role/Responsibilities	<p>Playing the role of a <u>Support Executive</u> and responsible for:</p> <p><u>Administration:</u></p> <ul style="list-style-type: none">➤ Preparing Monthly Report.➤ Activity Report.➤ Weekly Report.➤ Solving Queries Online/Offline of all Field Manager.➤ Replying Emails for Field.➤ Interacting with MIS team for any administrative work to be done.➤ Interacting with Field Manager regarding CCIR, DML and CML.➤ This work is more based on excel sheet.➤ E-Expense related queries solving by mail as well as by phone.➤ Preparation of PPT on monthly basis. <p><u>Maintaining Chemist List:</u></p> <ul style="list-style-type: none">➤ Keeping track of Chemist Report of all Division received from field force.➤ Entering Chemist Report and returning back to their respective managers due to incomplete Data filled. <p><u>Updating Of Field Structure:</u></p> <ul style="list-style-type: none">➤ Streamlining new field structure for all division and if any changes as & when required to be done.➤ Updating of all information regarding as Visit Dr. in particular divisions. <p><u>New User Attached, Resign, Transfer in System:</u></p> <ul style="list-style-type: none">➤ New user should be attached in the system as per mail of Heads of the team. i.e Intimation (new joinee).➤ Old user should be remove from system as per mail of Heads of the team. i.e.as per their Resignation date.➤ Users or their HQ should be transfer from 1 HQ to another should be follow up & do needful as per their requirement all such things.
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Personal Details:

Present Address : Room No-3 Shanti Nagar,G.R.Mohanani Chawl,C.S.T ROAD
Near Kurla Depot, Kurla (W) Mumbai-400070.

Date of Birth : 26th Apr 1994.

Telephone : 091-(8898530525 / 8369231602) (reenasharma845@gmail.com).

Gender : Female.

Marital Status : Married.

Discipline : BCOM in Commerce, MBA in finance.

Languages : English, Hindi, Marathi.

Hobbies : Music & Reading.

Place : MUMBAI

Date: _____

Signature : _____

DECLARATION:

I hereby declare that the above mentioned details are true as per my belief & knowledge.