

Resume

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The Landmark, Flat No – 606 A,
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Objective

“Growth oriented and challenging position in a progressive organization where my skills will be utilized in the best way with a scope of learning, innovation and career development.”

Professional Summary

- Total 3.5 years of experience as Sr. Process Associate in Gallagher Operations Support Services Pvt. Ltd.
- To manage the operational aspects of small team of associates as a sub set of a team leader. Auditing, self-insurance filing, Policy issuance and generating reports.
- Consistently performed to achieve productivity & quality, energized by new challenges and responsibilities
- Proficiency in presentation, demonstration
- Experience in creating management reports like monthly dashboard, hold reports, production report.
- Maintaining & updating relevant data on share point shared with client.

Important Skills

Documentation Tools: Microsoft Word, Excel, Power Point, Outlook

Professional Experience

Process – Policy Issuance	<ul style="list-style-type: none">• To allocate work items among the team and act as a SPOC to various branches.• To migrate new location and branches for different services.• Generation of report for the higher management and clients using MS - Excel.• Awareness of responsibilities related to Service Level Agreements (SLA) and TAT in service sectors.• Well versed in Reports Generation and Leads Database.• Implement current methods of execution and continuous improvement initiatives for existing process.• Generating Standard operating procedures (SOP), best practices document, insurance domain knowledge documents & giving training to team associate.• Generate the quality report of process control chart, failure mode & effective analysis, Corrective action & preventive action (CAPA), Defects tracker with respective trend charts.• Problem solving technique attained for clients through telephonic conference
Process – Quality Audits Liability	<ul style="list-style-type: none">• Auditing the work done by adjusters for different lines of liability coverage• Training new members in team• Update the service instructions in liability search engine, which helps in auditing claims• Preparing SOP's (Standard Operating Procedure)• Handling process related queries for the team members• Conducting quality checks/reviews

<p>Process – Self Insurance Filing</p>	<ul style="list-style-type: none"> • Self Insurance Filing means filing the important forms to the state in order for the client to maintain their Self Insurance. It's a legal requirement to submit the state forms on periodical basis • Providing loss and payment data for specific self-insured clients as per the states requirement, thus proving their self sufficiency to the states • Handling Client calls • Generating Standard operating procedures (SOP) and best practices document, • Handling process related queries for the team members • Conducting quality checks/reviews • Preparing management reports that consist of productivity, quality & monthly dashboard
<p>Process – Official Disability Guidelines</p>	<ul style="list-style-type: none"> • Updating the ODG guideline in “Risxfacs” which helps the adjuster to calculate return to work of employee which helps to set reserves for the claim • Maintaining trackers for ODG • Handling process related queries for the team members • Conducting quality checks/reviews • Training new members in team

Educational Qualification

Name Of The Degree	University/Board	Year of Passing
MBA (Finance)	University of Pune	2010
B.E (Mechanical)	RTMNU Nagpur University	2008

Awards and Recognitions

- 1) Has successfully completed Pre process Training on Workers Compensation dated 14th Jan' 11, Process Training on E & O Liability dated 1st Feb' 11 & Pre process training on Policy Issuance dated 3rd Sept'13
- 2) Got “Rookie Award” for the quarter January-March 2011 s
- 3) Got “Alpine Climber Award” for the quarter July-September 2011 & April-June 2013
- 4) Got “Spot Award” thrice which is monthly award for appreciating work
- 5) Got Award for “Topper in Liability Certification Exam”
- 6) Completed Liability, Auto Claim Handling & Property Claims Handling Customized Course Certification from ‘The Institutes’
- 7) Completed 3 kaizen’s which helped in process improvement

Declaration

I Mrs. Priya Deshpande hereby certify that the above details are true and correct.