

Swati Babbar

Quick Learner, Innovative, Agile

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EXPERIENCE

XL India Business Services Pvt Ltd (AXA XL, a division of AXA), Gurugram - Process Specialist

Aviation Insurance - US Process

January 2019 - PRESENT

- ❖ Policy management end to end process like Submissions, Quote, Bound, Endorsements, Policy Issuance, Cancellation, Reinsurance, etc.
- ❖ Maintain and deal with escalations.
- ❖ Analyze all issues internal and external clients and provide effective resolution for the same.
- ❖ Given ideas to reduce the time consumption to process.
- ❖ Performing quality checks on data processed by other colleagues.

Genpact India Pvt. Ltd. Gurugram - Process Analyst

Policy Servicing - BT Insurance Australia

July 2015 - May 2017

- ❖ Policy Servicing like Policy Issuance, Amendments (Clients & Policy), Reinstatement, Case Management, Quotes, Cancellation, etc
- ❖ Read and analyse policy, submissions and reports to determine their significance and plan their distribution.
- ❖ Perform quality checks on processed data by the other team members.
- ❖ Giving training to new hires and also monitoring their performance closely as they ht production.
- ❖ Explored new initiatives to provide a better service.

EDUCATION

- ★ Chaudhary Charan Singh University, Meerut — *M.Com*
- ★ Kurukshetra University, Kurukshetra — *B.com*
- ★ CBSE Board, New Delhi — *Intermediate (Commerce)*
- ★ ICSE Board, New Delhi — *High School*

SKILLS

- Communication Skills
- Critical Thinking Skills
- Project Management Skills
- Team Management
- Risk Management
- Insurance

AWARDS

- Top performer Awards in both the organisation based on productivity and accuracy.
- Rising Star Award as I learned the process fast with good accuracy.
- All Rounder Award from Higher Management as I performed beyond expectation and also had complete end to end knowledge of the process..
- Many Appreciations received from clients (US and Australia) to provide the best solutions to their issues.
- Top Production Awards in both organisation.
- New Kid on the Block to learn quickly and hit the production