

# SUMIT SHARMA

FLAT NO 1975 JASMINE TOWER, GAUR SAUNDARAYAM, TECHZONE- IV,  
NOIDA, UTTAR PRADESH -201301

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## CAREER FOCUS

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My aim is to secure an opportunity to further expand my career I wish to utilize my training, technical skills, knowledge and abilities to seek a challenging and responsible assignment while making a significant contribution to the success of the organization.

## EDUCATION/ACADEMIC QUALIFICATIONS

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- Passed Bachelor of Arts (P) from Delhi University.
- Completed Schooling from ASVJ Sr. Secondary School, Daryaganj, Delhi
- Passed Tenth Boards from ASVJ Sr. Secondary School (C.B.S.E Board)

## WORK EXPERIENCE

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- ***SPARTAN Technology Service and Solution Private Limited (AN IBM COMPANY) as Senior Practitioner from May 2023 till now***  
**Process: (P&C Claims) AIG Nashville Policy Admin and Claims**

- **Accountability/Responsibilities**

- Receive claim requests from the onshore team, check and verify the details of the insured and beneficiary from our records.
- Changes in policy as per received request, update policy comments and inform the customer via sending letter.
- If any document is missing and mismatch in policy, inform the customer via letter and ask for the required document

- ***DXC Technology as Senior Assistant Business Process Services from Sep 2021 to Jan 2023***

**Process: MetLife Life Insurance (Claim Approver)**

**Accountability/Responsibilities**

- Receive claim requests from the onshore team, check and verify the details of the insured and beneficiary from our records.
- In case of a mismatch, letters are to be sent to the beneficiary to get the correct information updated in our records. And also in case, any additional information is required for the claim approval, provide the same.
- Calculate and make payment for the claim and close the case in our records.

- **EXL as Process Associate from Nov 2018 to July 2019**  
**Process: Business Insurance (P & C Endorsement & Underwriting Support.)**

#### **Accountability/Responsibilities**

- Receive requests from the Underwriting team, rate an endorsement, and send an endorsement document to the broker.
- Responsible for timely audited escalations query and refer to the client area.
- Responsible to deliver assigned tasks by Supervisor on time.
- Good knowledge of all lines of business like auto, worker's compensations, and general liability.

- **GENPACT as Senior Process Associate from June 2013 to Nov 2017**  
**Process: AON Business Insurance (P & C Invoicing & Underwriting Support.)**

#### **Accountability/Responsibilities**

- Generate Invoice for the end customer
- Resolve invoice discrepancies
- Collecting A/C & billing process information from the clients
- Resolving Disputes in billing & solving customer complaints
- Responsible for production and quality of new joiners

### **REWARD & RECOGNITION**

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Awarded **Bronze Award** as a certificate of recognition at Genpact in **Jan 2016 for exemplary performance and demonstration of Genpact Values**

### **TRAINING UNDERGONE**

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- Cooperative Etiquette Training
- Self-Excellence Training
- Time Management Training

### **INTERPERSONAL SKILLS**

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- An effective and efficient team member with good listening, encouraging, and motivation skills
- Have an analytical and result-oriented approach with a problem-solving attitude
- Quick Learner and thinker
- Good at communication

### **EXTRA CURRICULAR INTERESTS**

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- Avid Cricket fan
- Played Cricket in my school team (All Rounder)

### **PERSONAL DETAILS**

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**Father's Name**

**Late Shri Mangat Ram Sharma**

**Date of Birth**

**8<sup>th</sup> July 1991**