

Hitesh Ranjan Bhanj

Senior Associate

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I am a hard working, honest individual. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humour. I am flexible regarding working hours and am able to work a range of shifts. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills.

Professional Experience

Senior Associate

Wipro | September 2019 - Present

- Answering and resolving phone, email and live chat queries.
- Respond to customers inquiries relating to product information and fault calls resolving as many queries as possible.
- Keeping track of all claim files and regular follow-up with the insured wherever necessary.
- Creating reports in Excel spreadsheet for senior management.
- Consistently meet established productivity, schedule adherence and quality standards.
- Provide expertise or general claims support by reviewing, researching, investigating, negotiating, processing and adjusting claims.

Education

Master's in Computer Applications

SRM Institute of Science & Technology at Chennai | June 2022 - Present

Bachelor's in Computer Applications

Annex College of Management Studies at Kolkata | August 2016 - June 2019

12th in Science

D. A. V. Public School at Bolani | June 2014 - May 2015

Key Skills

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| <div></div> | DSA |
| <div></div> | HTML |
| <div></div> | CSS |
| <div></div> | Javascript |
| <div></div> | Communication |