

# ANUDEEP NAUTIYAL

Customer Service and Claims Specialist with 2+ years of experience supporting a US-based financial institution. Proven track record of resolving customer issues efficiently, improving claims accuracy, and enhancing service satisfaction with scores above 80. Skilled in Quantum software, insurance operations, CRM tools, and workflow optimization. Strong analytical, communication, and problem-solving skills. Recognized for performance excellence, customer retention, and claim turnaround improvement.

## EXPERIENCE

### IENERGIZER (CREDIT ONE BANK PROCESS) – DEHRADUN, INDIA

#### CUSTOMER SERVICE REPRESENTATIVE & CLAIMS SPECIALIST AUGUST 2023 – PRESENT (2 YEAR+)

- Delivered customer service excellence with satisfaction scores consistently over 80.
- Promoted to claims specialist for outstanding performance in handling complex cases.
- Reduced average resolution time by 30% (4–5 minutes) in customer service and 20% (8–9 minutes) in claims.
- Utilized quantum software to manage claims, streamline service workflows, and improve issue resolution accuracy.
- Resolved high volumes of tickets with minimal escalations; maintained high promoter scores.
- Collaborated with cross-functional teams to optimize efficiency and meet SLAs.

## EDUCATION

- Bachelor of Arts (B.A.) – Hemvati Nandan Bahuguna (HNB) University Completed: January 2026
- Class 12 (CBSE) – Kendriya Vidyalaya, Mussoorie March 2023
- Class 10 (CBSE) – Kendriya Vidyalaya, Mussoorie December 2020

## SKILLS

- Customer Service & Support
- Communication & Interpersonal Skills
- Conflict Resolution
- Multitasking in High-Volume Environments
- Team Collaboration
- Service Delivery Excellence
- Analytical Thinking