

## Shashikanta Barik

1376/3, Street No.8 Laxman Vihar Phase 2 Gurugram 122001 Haryana

Male | +91 95609 41942 | Email:shasb2016.sb@gmail.com | [LinkedIn](#)

### Profile Summary

- An Economics graduate with a diploma in IT having 16 years of experience in Life Insurance, Banking, and Finance.
- Key expertise Includes Transactional Quality (Policy administration)/ Policy Owner's Services & Banking Loans and procurement (PR to PO).
- Sales Compensations and licensing for healthcare, and part of loan audit for the Banking loan process.
- Sharing time-to-time feedback with the user.  
Coordination with different departments like renewals, finance, and underwriting for optimizing the TAT in catering to financial and non-financial requests through E-mails.
- Strong domain knowledge in Life Insurance. Good understanding of basic principles of Policy Servicing, New Business, Claims, Renewal, Underwriting, Finance, TDS, NAV, ULIP, Endowment, Term, Health, Annuity & Pension Product

### Skills: Management, Functional

- End-to-end knowledge of life insurance policy owner services: Publishing Accuracy reports and PKT Score and con-call with clients regarding errors and fixing the issues
- Ability to lead teams, coordinate, resolve issues among team members and act as a liaison between teams.
- Converting Purchase Requisition to Purchase Order and resolve the Business queries around it.

### Skills: Industry, Language, Technology

Industry Verticals	Language	Technology
<ul style="list-style-type: none"><li>▪ Insurance</li><li>▪ Healthcare</li><li>▪ Banking and Finance</li></ul>	<ul style="list-style-type: none"><li>▪ English – Advanced</li><li>▪ Hindi – Advanced</li><li>▪ Odia – Advanced</li></ul>	<ul style="list-style-type: none"><li>▪ MS Word, MS Excel, MS PowerPoint</li><li>▪ Ingenium, Omnidocs, My flow, My Money</li><li>▪ LOS, SBA PPP, EWS, IBS, ASCS, SFDC, SharePoint, Share Drive, Mainframe, L400, Service Now. Oracle, Ariba, PO Wizard tool,</li><li>▪ MySQL</li></ul>

### Professional Experience

**Genpact**

**Process Developer**

**Nov 2022 to Feb 2025**

As part of the **Suncorp NZ Life Insurance & AU Procurement**

- Processed and Audit all Customer Service requests like Cancellation, Change in Premium Method, Change of Name, Address, Ownership, Nominee, Smoking Status
- Creating Purchase orders and Blanket Releases against invoices received from suppliers.
- Publishing Weekly, Monthly, Pending PR, Open PO, Cost Centre and Accuracy reports also Slot allocation. Invoice processing and Using PO Wizard tool to process large number of Invoices (>1000).

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### **Genpact**

### **Process Developer**

**Jan 2010 – Mar 2022**

As part of the **TCF Bank**

- Audited Loan details from Supporting documents
- Was part of the Final Certification Team in the Loans operation process

As part of the **Anthem Healthcare**

- Processed Sales compensation-related requests
- Provided licenses to brokers so that they could do business with Anthem.
- Verified documents and criminal records from various states as per the procedure change
- Updated the details of the contract as per the customer's request
- Audited the contract signed in between providers (Hosp.) and Health Insurance companies to pay claims to the policyholder in Anthem Migration Project
- Supported migration of project where our clients were moving all contracts from cognizant networks to IBM WGS
- Audited the details of the contract if it was moved correctly & suggested onshore for correction if any fallouts in the Anthem Migration project.

As part of **SME In Quality and Training In Max Life Insurance**

- Published daily audit reports to management
- Ensured timely resolution of complaints and queries by associates
- Worked with the client applications and did quality checks of users' transactions
- Involved with team management as far as QC is concerned
- Published accuracy and PKT Scores for the Team

### **Max life Insurance**

### **Operation Executive**

**Oct 2008 – Jan 2010**

- Mentored newly joined Associates regarding the product and the processes by sharing knowledge, skills, information, and perspective to foster personal and professional growth.
- Did Quality checking of the Financial & Non-Financial cases (like Change of address, Assignment of policy, surrender of the policy, Loans, Partial Surrender, Surrender of PUA, etc.) processed by the team of the service center and GENPACT Users on Ingenium & My flow System of MLI.
- Managed outsourced financial/non-financial teams and published their productivity to MIS daily
- Provided regular Feedback to the individuals and the patch owners to check the health of the process
- Provided training on Ingenium & My Flow, My Money, Omni Docs
- Provided ongoing support and guidance to stakeholders throughout the project lifecycle.
- Developed use cases, user stories, and functional specifications.
- Conducted feasibility studies and impact assessments for proposed solutions.
- Facilitated communication between technical and non-technical teams.
- Created and maintained documentation such as process flows, diagrams, and reports.
- Performed data analysis to support decision-making and problem-solving.
- Participated in testing and quality assurance activities.
- Provided ongoing support and training to end-users.
- Processed financial requests like the reinstatement of the policy, exercise of riders and change in premium mode/method of payment, surrender of the policy, partial surrender, loans, and surrender of PUA, from all general offices and customers across India.
- Processed non-financial requests like a change of address, change of name, change of contact details, Assignment/Ownership of Policies, Change of Nominee, etc., for all general offices and customers across India.
- Coordination with different departments like renewals, finance, and underwriting for optimizing the TAT catering to financial and non-financial requests through E-mails

### **Academics**

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Qualification	Year	School / Institute / Board / University	Marks (%)
Bachelor of Arts (Economics(H)	Apr 1996 - Apr 1999	Utkal University, Odisha	50%
Enable-IT	Nov 2001	Informatics Education	N/A

### Achievements

- Met 99.5% Quality Score for four years in a row (2016-2019)
- Awarded 7 times for performance

### Training & Certification

Successfully attended and completed the following training: -

- Corporate etiquette
- Customer Centricity
- IC01 & IC02(III)