

# Monika Pujare

Customer Service Associate | Accenture | Tata AIA Life Insurance

Dedicated and results-driven professional with over 6.9 years of experience in customer service, digital support, and pre-underwriting roles at Accenture India Pvt. Ltd and Tata AIA Life Insurance. Skilled in analyzing user content, resolving issues, and identifying market trends. Seeking a challenging role that leverages my expertise and contributes to a dynamic team's success.

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📍 Mumbai, India

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## WORK EXPERIENCE

### Customer Service Associate Accenture Pvt. Ltd

03/2018 - 03/2024,

*Achievements/Tasks*

- Analyzing and reviewing user profiles, videos, and text-based content.
- Investigation, appropriate escalation, and effective resolution of issues reported by users or flagged by the system on the social media platform.
- Monitoring market trends and providing insights to management as the Trend Subject Matter Expert.
- Delivering power point presentation on latest Trends Insight and sharing them with the team and management.
- Successful process improvement ideas to maximize operational efficiency and drive measurable benefits.
- Deliver informative presentations to clients during their visits, specifically focusing on the introduction of new queue additions to operational processes.
- Implement and enforce content guidelines and policies to maintain a safe and positive online community & Buddy training sessions to new joiner.
- Scrutinize KYC document for financial underwriting.

### Digital Support Officer TaTa AIA Life Insurance

01/2017 - 10/2017,

*Achievements/Tasks*

- Responsible for scrutiny of application form, income proof and AML KYC proof, Financial Underwriting.
- Follow up with advisor for resolution of pending requirement & ensure timely submission for issuance of policy in stipulated time line.
- Publish various MIS on status of application and also support management various types of analysis.
- Conduct testing of system & train new joiners in the team.
- Responsible for preparation of Standard Operating Process (SOP).
- Worked as QC team which responsible for improve & maintain quality of team.
- Highlight illegible document provided by customer to Underwriter team and sales team to avoid wrong claim.
- Worked with UW for team for maintain target of department.

### Back Office Executive in Digital Support Team Team lease Consultancy

02/2016 - 01/2017,

*Achievements/Tasks*

- Responsible for scrutiny of application form, income proof and AML KYC proof, Financial Underwriting.
- Follow up with advisor for resolution of pending requirement & ensure timely submission for issuance of policy in stipulated time line.
- Publish various MIS on status of application and also support management various types of analysis.
- Conduct testing of system & train new joiners in the team.
- Responsible for preparation of Standard Operating Process (SOP).

## ACHIEVEMENTS

Rising star Award and Many star , value card by for exceptional performance (Quarterly TALIC award)

## SKILLS

MS Office

MS Excel

MS Power Point

Team collaboration

Customer Support

## EDUCATION

### BSc in Agriculture Business Management Dapoli University

07/2011 - 04/2015,  
*First class*

### HSC in Science Kolhapur University

07/2009 - 05/2011,  
*Second Class*

## LANGUAGES

English

*Full Professional Proficiency*

Hindi

*Full Professional Proficiency*

Marathi

*Full Professional Proficiency*

## INTERESTS

Reading Books

travel