

# **MEHRAJ SHAIKH**

## **Senior Process Analyst**

### **CONTACT**

+91 8806222795

mehrajshaikh8806@gmail.com

### **EXPERIENCE**

#### **Senior Process Analyst at Gallagher Centre of Excellence**

19 February 2021 to Current

#### **Advisor 1, Customer Service at Concentrix**

21 July 2020 to 12 February 2021

### **PROFILE**

Coming with more than 3.5 years of experience in the insurance industry, I am seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learnings.

### **SKILLS**

- Problem-solving and analytical skills
- Good convincing power, creative thinking.
- Leadership quality and team player
- Ability to walk the extra mile to achieve the goal

### **COMPUTER KNOWLEDGE**

- Tally
- Microsoft Office (Word, Excel, PowerPoint, Outlook)

### **ROLES AND RESPONSIBILITY**

- Primary responsibilities are to process New, Renewal policies, and Endorsements by using the company's tools.

- Solving the policy-related exceptions by viewing and capturing details on the system
- Handling process-related problems by closely working with the Accounts Receivable and Accounts Payable team
- Providing excellent customer service to the
- Allocating & Auditing cases of the Processors, Training to new joiners for filing on various states and helping them to resolve their own, offshore, and onshore queries

## **EDUCATION**

### **-S.V Union Junior College 2015-2017**

Higher Secondary Certificate (HSC)

### **-Modern College of Arts, Science & Commerce 2017-2020**

Bachelor of Commerce

### **-Modern College of Arts, Science & Commerce 2020-2022**

Master of Commerce