



# ANKITA GANDHI

## PERSONAL INFO

**Address:**

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**Date of Birth:**

02<sup>nd</sup> February 1995

## SKILLS

- Advanced Knowledge of MS Excel
- Insurance, Sales, Underwriting, Customer Service.

## ACHIEVEMENTS

- Awarded Star Performer for consecutive 6 months at Praxis
- Achieved 85% club membership for 3 consecutive times due to voice quality

## SUMMARY

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- A dynamic and driven having more than 6 years of experience as Operations Supervisor capable of motivating and leading a team there by monitoring all the performances in-depth.
- Proven track record of successfully identifying customer needs and providing recommendations that result in increased policy sales and customer satisfaction.
- Managed the whole new partnership onboarding process.
- Managed a team of underwriters and agents to ensure compliance with all regulations, procedures, and company policies.
- Conducted needs-based analysis with customers to identify appropriate insurance products.
- Provided information to employees and management participants in the leads meetings and created complex reports, proposals, and business cases.
- Implemented the performance Management and Progressive Discipline Processes.
- Created a positive and satisfying work environment through the use of recognition, empowerment, listening, valuing diversity and acted as a role model for others.
- Excellent communication skills with positive attitude, good analytical and problem-solving abilities. Possess good leadership ability with an optimistic, sincere, and hard-working approach to work independently as well as a part of team.
- Have resolved employees issues and concerns regarding Property and Casualty insurance.

## WORK EXPERIENCE

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### Loantap Financial Technologies Private Limited

- **Product Manager**  
May 2024- Present
  - API integration to create new partnership journey and set there process.
  - Understanding of Agile and Scrum Methodology.
  - Analysis of data to identify more revenue.
  - Determined documentation required and recorded decisions
  - Demonstrated excellent communication and problem-solving skills

## EDUCATION

- Master of Business Administration- HR & Marketing - **Sri Ram Institute of Management, Jabalpur**
- Bachelor of Science in Biotechnology- **Mata Gujri Women's College, Jabalpur**

## LANGUAGES

- English
- Hindi
- Punjabi

- **Assistant Product Manager**

May 2023- April 2023

- Determined documentation required and recorded decisions
- Demonstrated excellent communication and problem-solving skills
- Managing meetings, inspiring team members and support them so that they never feel discourage. Be aware of the things going in the team and drive to succeed.
- Managing new partnerships and relationship management.
- We need to highlight the ability to streamline procedures and implementing effective onboarding process.
- Integrating new partnerships, enhancing our relationship and enabling them to promote, sell and support your products.
- Ensure delinquencies are maintained within prescribed norms.

## Barclays Global Service Private Limited

- **Senior Analyst**

June 2022- April 2023

- Reviewed, verified, examined loan documents to be submitted to underwriting for UK process, efficiently and in a timely manner by multitasking and utilizing various available tools
- Determined documentation required and recorded decisions
- Demonstrated excellent communication and problem-solving skills
- Ensured the company followed safety and quality standards during all the tasks
- Identified problems in equipment/procedures and ensured corrective actions are taken in a timely manner
- Monitored testing procedures and ensured they are performed according to standard methods
- Managed and trained junior employees.

- **Analyst**

March 2021 – May 2022

- Reviewed, verified, examined loan documents to be submitted to determine customer's credit worthiness, efficiently and in a timely manner by multitasking and utilizing various available tools
- Determined documentation required and recorded decisions upon analyzing the Income Documents submitted
- Demonstrated excellent communication and problem-solving skills
- Ensured the company followed safety and quality standards during all the tasks
- Identified problems in equipment/procedures and ensured corrective actions are taken in a timely manner
- Monitored testing procedures and ensured they are performed according to standard methods

## WNS Global Service Private Limited

- **Senior Associate – Operations**

February 2020 – March 2021

- Major roles and responsibilities included client co-ordination, Business development and Performance Solution provider with motive of preventing any hinderances while searching for mortgage loan documents
- Always ensured high accuracy and quality of service
- Responsible for working 1-on-1 with the customers and assisting them in any queries

### **Praxis Service Private Limited**

- **Supervisor**

January 2019 – January 2020

- Managed workload for the team in allocating the jobs to team members based on their individual capabilities
- Successfully achieved Team and Staff targets as a reflection of the company's objective
- Timely reviewed performances of my team members and motivated them to perform better each time
- Initiated and implemented new initiatives and making sure it is being followed
- Transparent reporting to the management on key issues

- **Senior Reservation Associate**

October 2018 – December 2018

- Responsible for managing team of freshers as On Job Training
- Observed work procedures, monitored telephone calls and audited to ensure adherence to quality and efficiency standards to rules and regulations. Directed, explained and demonstrated improved work practices and procedures to attain efficient utilization of personnel.

- **Reservation Associate**

October 2017 – September 2018

- Selling products and services is a key part of Reservation associate's role and are often encouraged to upsell by offering the clients additional services or special offerings
- Assisted customers with planning and booking reservations
- Have been thorough with the entire reservation process which helped me excel at the job

## **EDUCATION**

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### **Sri Ram Institute of Management, Jabalpur**

Rani Durgavati Vishwavidyalaya (Rani Durgavati University)

July 2015 – June 2017

- Holding **Master of Business Administration- HR & Marketing** degree from Sri Ram Institute of Management, Jabalpur

### **Mata Gujri Women's College, Jabalpur**

Rani Durgavati Vishwavidyalaya (Rani Durgavati University)

July 2012 – June 2015

- Holding **Bachelor of Science in Biotechnology** degree from Mata Gujri Women's College, Jabalpur
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