

RAVI KUMAR RAJHANS

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EDUCATION

Bachelor of Arts

Dr. B.R. Ambedkar University,
Agra, UP
2014 – 2017

Class 12th (Senior Secondary)

CBSE, Delhi
2012

Class 10th (Secondary School)

CBSE, Delhi
2010

CORE COMPETENCIES

- Policy Servicing & Operations
- Client & Stakeholder Management
- Data Analysis & Reporting
- Advanced Excel & Dashboarding
- Compliance & Audit Support
- Issue & Discrepancy Resolution
- Payment Verification & Reconciliation
- Cross-Functional & Vendor Coordination
- TAT Monitoring & Case Management
- SOP Development & Process Improvement
- Data Accuracy & Quality Control
- Communication & Relationship Building

PERSONAL DETAILS

Languages : English, Hindi

DOB : 22nd February 1994

PROFILE SUMMARY

Detailed-oriented insurance operations professional with over 4 years' experience in policy servicing, data accuracy, customer support, and compliance. Skilled in processing policy updates, resolving discrepancies, generating reports, and coordinating with cross-functional teams to ensure smooth service delivery.

WORK EXPERIENCE

Insurance and Data Analyst | Team4U – A Randstad Company (Axis Max Life Insurance)

Sep 2024 – Present

May 2023 – Aug 2024 (Sequel One Solutions Pvt. Ltd. (Axis Max Life Insurance))

- Process policy updates, endorsements, corrections, and customer detail changes with high accuracy.
- Manage customer inquiries, provide policy information, and resolve issues promptly.
- Maintain updated policy records and generate compliance and audit reports.
- Investigate and resolve policy discrepancies, incomplete transactions, and service issues.
- Collaborate with Sales and Operations to ensure smooth service delivery.
- Ensure adherence to internal policies and regulatory guidelines; support audits with required documentation.
- Proficient in Advanced Excel (VLOOKUP, Pivot Tables, IF formulas, Power Query).
- Skilled in creating dashboards, performance reports, and automated reporting processes for efficiency.

AMS Inform Pvt. Ltd. | Client Relations Executive

Mar 2021 – Feb 2023

- Served as the primary liaison for 35+ clients, managing end-to-end communication, addressing concerns, and ensuring timely and high-quality service delivery.
- Built strong client relationships by understanding business needs, providing tailored solutions, and maintaining alignment through regular emails, calls, and virtual meetings.
- Coordinated with international vendors and onshore teams to streamline verification processes, improve TAT, and accelerate case closures.
- Audited, validated, and approved payment transactions—including wire transfers, invoices, and pending bills—to support financial accuracy and shorten the case lifecycle.
- Prepared detailed dashboards, daily reports, and performance summaries for senior management, ensuring data accuracy and compliance.
- Drafted and updated SOPs, managed team reporting, trained new members, and resolved operational queries to enhance overall process efficiency.