Ashwini Balkumar Kurapatti

**Address: 54 HP 413, Lohiya Nagar, Ganj Peth, Pune 411042.**

**Call: 🕻**+91 9767583559, 8983385329 **Email:** Ashwinik007@rediffmail.com

**KEY DELIVERABLES**

**CAREER OBJECTIVE:**

* To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development and help me achieve personal as well as organization goals.
* Strong Willingness to prove my knowledge and creative thinking ability, both as an individual and a team member. And ensure strong commitment towards my employer and play a key role in organization.

**Professional Experience**

**Exl** **Services (I) Pvt. Ltd (16th July 2012 to till date)**

**Designation: Quality Compliance Analyst -Senior Executive (Medical Underwriting Intake)**

**ROLE*:***

Currently engaged in Quality Management, Process Excellence, People Management, Drive best practice/Idea sharing ,Monitor adherence to SLA and KPI, Weekly/ Monthly touch point with Client for performance review ,Frequently and Event based feedback for best practice sharing ,Identify training needs to up skill resources , Working knowledge of Group Insurance , Strong accomplished experience in reinsurance & insurance underwriting, Knowledge of creating dashboard, Weekly reports, Process Knowledge file, Arrange PKT, Training of new joiners & Training details.

**RESPONSIBILITES:**

**Quality Management**

* Set up and ensure smooth functioning of Quality Control Process for each client area to ensure customer’s specification /expectation are met.
* Reporting of SLA metric performance dashboard to stake holders.
* Create awareness towards Information Security Guidelines and ensure adherence to it in co-ordination with Compliance team.
* Publish Daily/Monthly Quality report for the process.
* Routine Activities like, review & update Job Aids & SOPs, conducting PKT, conducting refresher training for bottom performers of the week, imparting knowledge to the new joiners.
* Driving continuous improvement through AIM (All Idea Matters).
* One on One with team members for sharing and receiving feedback on individual performance, time management, process improvement, work management & counseling on personal issues.
* Daily Meetings/MOM
* Floor Support
* Gap Analysis, Root Cause Analysis and planning & implementing actions for improvement of team and individual members.
* Clarification of Queries and imparting process knowledge to team members.
* Helping team to achieve Primary and Secondary KPIs.
* I always created a holistic work environment for the associates wherein they feel valued and create a sense of belonging to the workplace and I am sharing my process knowledge with the team member who are non- productive and make them capable to achieve their production benchmark.

**HIGHLIGHT:**

* Passed all the Training Tollgates in first attempt
* Travelled to other EXL centers for process migration
* Recognized as Best performance award for performance at EXL 12 times
* Recognized as Extra miler award for performance at EXL 8 times
* Got appreciation from clients for prompt response on Ad-hoc request.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EDUCATIONAL DETAILS**     |  |  |  |  |  | | --- | --- | --- | --- | --- | | Examination | **Board / University** | **Year Of Passing** | **% of Marks** | **Grade** | | B.A | Pune University | 2010 | 63.67% | I Class | | HSC | Maharashtra | 2000 | 48.50% | II Class | | SSC | Maharashtra | 1998 | 71.73% | I Class | |

**CERTIFICATIONS and ITS skills**

* Successfully completed the following Program.

|  |  |  |
| --- | --- | --- |
| Course Name | Percentage | Grade |
| MS-CIT | 79% | “A” |
| CCC | 74% | “B” |
| B.CED | 64% | “B” |
| English Typing(w.p.m) | 60% | “B” |

**PERSONAL DETAILS**

* Date of Birth : 26 April 1985
* Marital Status : Married
* Language : English, Hindi, Marathi, Telgu.
* Hobbies : Cooking.

**Place:- Pune**  **Ashwini B Kurapatti**