

RESUME

Gaurav Kumar

H.no. 112,Gali no.9 Durgapuri,
Shahdara, New Delhi-110093
Mobile: +919758564619, +919625073476
Email:gauravims44@gmail.com



CAREER OBJECTIVE:

To secure a challenging position in a reputable organization to expand my learnings, knowledge and skills.

EDUCATIONAL QUALIFICATION:

- I have completed MBA with finance & Marketing from institute of management studies (Roorkee), Batch 2011-2013,
- Graduation, BBA from BSI PG College, HNB Garhwal University Uttarakhand, 2008-2011,
- Class-XII Board (UK), K.V Inter college Laksar Haridwar (UK),2008.
- Class-X Board (UK), K. Inter college Raisi Haridwar (UK), 2006.

Other Certifications:

- Insurance Essentials certified from the Institute.
- Lean certified.
- Data Lean and Data GB trained and tested.
- GB trained and tested.
- Generative AI.

OTHER QUALIFICATION

- MS Office.

- Basic knowledge of French languages.

WORK EXPERIENCE:

Genpact India Private Ltd. - from June 2014 to till now.

- I have almost 9 year experience in Property & casualty insurance. Currently working as Domain Expert.

Role and responsibilities –

- Onboarding new Client in tool
- Updating all client related data in client tool in order to generate output
- Acting like a account manager and managing client output and account related issues
- Responsible for transfer client policy and fee from one office to another office on client request
- Updating account handling instructions for down stream team in order to generate correct output
- Setting up policies for old and new client in tool and cancelling them on Client request
- Responsible for mid term change in client policy via endorsement
- Responsible for providing invoice and certificate to the client within TAT
- Handling team inquiries updating client SOPs to reflect new changes
- Client dashboard management

AWARDS & ACHIEVEMENTS:

- I have been awarded with annual award in 2018 & 2020 due to my hard work and consistency.
- Got silver award in 2017.
- I have been awarded multiple time with Proto Star & Bronze award throughout in my tenure.
- Got Golden Award in 2023.
- **Hobbies** – Sharing view with others
Singing

PERSONAL DETAILS:

- Father Name: Mr. Chaman Singh
- Date of Birth: 10/05/1991
- Sex : Male
- Nationality: Indian
- Marital Status: Married

I hereby declare that all the above information provided by me is factual and correct to the best of my knowledge and belief.

Date:

(Gaurav Kumar)

Place: