

CHITRA BISHT

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SUMMARY

Dynamic and results-driven International Back Office Process Customer Support Executive with over 2+ years of specialized expertise in insurance operations and collections. Proven track record of delivering exceptional customer service, managing complex inquiries with precision, and optimizing operational efficiency. Possesses strong analytical skills and a deep understanding of insurance processes, with a commitment to exceeding customer expectations. Seeking a challenging opportunity to leverage extensive industry knowledge and skills in a progressive organization dedicated to excellence.

WORK EXPERIENCE

Customer Support Executive, WNS Global Service PVT. LTD. April 2022 - Present

- Demonstrated proficiency in managing administrative tasks related to insurance inquiries, policy management, and claims processing, ensuring exceptional accuracy and efficiency.
- Processed comprehensive and accurate information for policyholders regarding coverage, premiums, and claims procedures, ensuring adherence to insurance regulations and maintaining high levels of data integrity.
- Collaborated seamlessly with cross-functional teams, including claims processing and underwriting departments, to expedite claim resolutions and policy adjustments, enhancing operational efficiency.
- Implemented customer-centric strategies in back-office operations to enhance service delivery and improve overall customer retention metrics.
- Successfully managed a diverse portfolio of delinquent accounts by developing and implementing effective collection strategies that reduced delinquency rates by 15%.
- Utilized CRM software to track and update account information, document collection activities, and monitor progress towards collection targets.

EDUCATION

Bachelor of Science

Kumaun University, Nainital Uttarakhand.

Aug 2018 – 2021 Dec