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New Delhi

GURKIRAN KAUR

PROFESSIONAL SUMMARY

Experienced executive professional with over 10 + years of experience in Operations, Business Analysis, Business Development, Sales & Marketing, and Customer success management across Insurance and Services Industries. Being a professional with an analytical bent of mind and having demonstrated effective implementation of growth strategies, I now actively seek to leverage my leadership capabilities in an exciting role which help further accentuate my learning curve.

WORK HISTORY

Business Operations Analyst (Jan 21-Current)

Beema Insurance

- Manage & maintained daily and monthly revenue reconciliation and insurance policy issuance across multiple business channels.
- Skilled in business analysis, identifying process improvements, and enhancing operational efficiency.
- Report reconciliation status to leadership, ensuring timely and accurate communication, and collaborate with Operations and Finance for effective reconciliation management.
- Conduct audits of Customer Care teams, publishing reports to ensure adherence to world-class customer service standards.
- Perform operational audits of reports at specified frequencies, utilizing business analysis expertise to identify discrepancies and streamline processes.
- Manage payments related to gateway vendors and channels, ensuring smooth daily operational functioning.
- Initiated process documentation by creating SOPs and MOUs, aligning operations and ensuring efficient workflows.
- Analyze data and present business-related insights, utilizing business analysis skills to drive informed decision-making.
- Support and collaborate with sales and operations teams for exemplary performance and seamless operations.

CORE SKILLS

- Client Relationship Mgmt.
- Critical Thinking
- Interpersonal Skills
- Analytical bent of mind
- Polite and Persuasive
- Project Management
- Agile Team Player
- Integrity
- Problem Solving & Decision Making

ACCOMPLISHMENTS

- Letter of Appreciation for the outstanding performance by the COO of Medanta-The Medicity in 2017.
- Letter Of Appreciation for the outstanding performance by the General Manager of Radisson Blu in 2015.
- Bravo from the Management of Radisson Blu Hotel Ranchi for exemplary performance in 2013.



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ACCOMPLISHMENTS

- Awarded the "STAR" award twice for exceptional performance during the year 2017 by the CEO of Medanta-The Medicity.
- Quick succession at Competence Curve where I have been promoted 2 times in two years of span.

EDUCATION

Bachelor's In Commerce
Delhi University

New Delhi | Oct-2009

Software Engineering

Sun Cert. Java Professional
(Core Java 1.4 NIIT)

New Delhi | Oct-2009

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Project Head-Key Account

(Feb 18-Aug 21)

Competence Curve

- Overseeing, Designing, Drafting & communicating project proposals to know an existing client for business development and engagement.
- Responsible for the complete account management cycle which would include building customer engagement, tracking and generating targeted revenue, and exploring further and enhancing the further business scope.
- Spearhead project execution strategies & have innovated various project control and monitoring measures to ensure customer delight.
- Leveraged analytics and CRM tools like Zoho to better manage and govern the project.
- Thus, ensuring tighter controls around scope, schedule, budget, client engagement & feedback & overall delivery of the project.
- Accountable for periodic data consolidation, data crunching & review presentations to the CXO body.
- Responsible for engaging and aligning all stakeholders and ensuring that they all have clear directions on their deliverables and timelines.

Assistant Manager Sale & Operations

(Nov 15-Jan 18)

Medanta-The Medicity

- Responsible for translating organization vision and goals into superior operation quality, patient experience, and patient safety value with effective intervention and implementation across multiple geographies.
- Led a team of two to drive business development from top corporate, TP's and insurance bodies.
- Led multiple projects to enhance lead generation and conversion opportunities Responsible for designing and promoting customized healthcare packages and various specialties for corporate based on leveraging past data and in-depth data analytics.
- Responsible for end-to-end corporate engagement- this spans from requirement gathering, and need analysis to pitch corporate presentations and implementing solutions.



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LANGUAGES

- English
- Hindi
- Punjabi

HOBBIES

- Reading
- Meditation
- Practicing Yoga
- Traveling

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- Rejig the entire operations process ranging from patient admission, desk handling & IPD billing.
- Thus, enabling a single window clearance for patient /attendant.
- Drafted SOP on soft skills for non-clinical staff and conducted the taking for the same.

Sales Executive

(Jun 11-Oct 15)

Radisson Blu Hotel Ranchi

- Achieved individual and team goals within the assigned market segment.
- Was responsible for contacting in-house guests to foster additional business, repeat bookings, or referrals to other Brand Hotels.
- Handled Walk-In guests for closing the business.
- Solicits files & reports on a timely basis to confirm business.
- Was responsible for generating additional business and repeat bookings /referrals to other brand hotels by fostering relations with in-house guest.
- Was part of the Yes I Can experience campaign where we demonstrated various factors through which we created 100 % guest satisfaction by exceeding expectations.
- Was responsible for monthly reports by consolidation and data crunching around guest experience and occupancy.
- Handled PR and marketing activities of the hotel by engaging with the top print media and regional media channels for various events (promotional/CSR/Others & festivities).

Trainee

(Nov 09-Feb 11)

Citibank N.A

- Managed and coordinated Back office Operations and resolved Customer queries to Credit Cards.
- Efficiently delivering the back office work.
- Checking & scrutinizing application files for sanctioning and disbursement Validation of Database and coordinating with DSA's (Direct selling agents) for faster processing of files and smooth functioning of operations.
- Customer query management.