

Anup Gaikwad

Subject matter expert

INFO

ADDRESS

A12 3 rd floor 796 Dr. Herekar park Near kamala neheru park erandawane, Pune, 411004, India

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BIRTH DATE

13/03/1987

NATIONALITY

Indian

LANGUAGES

MARATHI

ENGLISH

HINDI

SKILLS

GOOD WRITTEN AND VERBAL COMMUNICATION SKILLS WITH AN ATTITUDE TO LEARN NEW TECHNOLOGY AND ABILITY TO THINK LOGICALLY. ABILITY TO MANAGE MULTIPLE TASKS AND PRIORITIES INCLUDING GOOD TIME MANAGEMENT SKILLS.

PROFILE

Seeking a challenging position, providing a highly motivated, progressive, friendly environment which allows the pursuit of career advancement and expand my knowledge and skills.

EDUCATION

Bsc chemistry, Pune University

Pune | 2006 June - 2010 June

- Completed BSc chemistry from Pune University in the year 2010.
- Completed MSCIT course.
- Completed Basic computer and Hardware course from government polytechnic Pune.

EMPLOYMENT HISTORY

Technical support associate level 1, Convergys India services private limited

Pune | 2012 May - 2017 May

Worked as technical support associate level 1

Roles and responsibilities:

- Isolate the exact point of failure by advising troubleshooting steps throughout Guided help via Chat, e-mail and Phone.
- Handling US and Canada corporate and individual clients.

Senior process executive, Cognizant technology solutions

Pune | 2017 June - 2018 August

Worked with Cognizant Technologies Solutions for U.S. Healthcare B2B Voice Process service Desk TMG Healthcare from 08 June 2017 to 13 August 2018 date as a Senior process executive.

Roles and responsibilities:

Assisting nurse, doctors, practitioners and their assistants with Claims settlement, healthcare plan benefits.

Subject matter expert, Cognizant technology solutions

Pune | 2019 May - Present

Working with Cognizant Technologies Solutions for U.S. Healthcare B2B Voice Process service Desk ACI Healthcare from 02 May 2019 till date as a subject matter expert.

Roles and responsibilities:

- Assisting nurse, doctors, practitioners and their assistants with Claims settlement, healthcare plan benefits.
- Handling escalated calls and emails.
- Resolving queries raised by new joiners.

HOBBIES

- Playing mobile and computer games
- Watching movies
- Cycling