




# Kanika Gosain

## Process Expert – Operations



 Sunder Vihar, New  
Delhi, India 110087

 9899926754

 malhotrakanika79@gm  
ail.com

Experienced professional with a demonstrated history of working in insurance industry. Skilled in property and casualty insurance.



### Skills

- Team Operations
- Project Management
- Data trending



### Work History

2021-07 - 2022-09

#### • Process Expert – Operations

*Xceedance Consulting India Pvt Ltd, New Delhi*

- Analyze and insert data into systems/database.
- Process request based on various rules.
- Issue policies or invoices on behalf of client.
- Support team by processing various task in policy life cycle.
- Operate process and ensure complete adherence to defined service level agreement.
- Timely maintenance of various work trackers.
- Productivity ,Turn-around-time and Accuracy.

2014-02 - 2015-12

#### • Underwriting Analyst

*Torus Business Solutions, New Delhi*

- In-depth knowledge of insurance business with responsibility to ensure methodology delivered, work's progress and documentation.
- Good grasp of Casualty Insurance concepts and business processes.
- Primarily take care of E-Commerce.
- Drafting Endorsements of bound risks.
- Create Monthly & quarterly report.(CU Report, TAT report).

2011-09 - 2013-09

#### • Analyst - Compliance

*Torus Business Solutions, New Delhi*

- Processing tasks, including managing work volumes data, verifying successful job completion, resolving ongoing issues and workflow and exception processing.

- Ensuring proper documentation and follow-ups.
- Resolving Complex Workflows.
- Interacting with operations to obtain feedback.
- Training & supervising Personnel.
- Analysis of Financial statements of company.
- Generate Monthly Reports.
- Compliance checks of bound business.
- Email handing.
- Work with OM (Operations Manager) to communicate problems/issues.
- Reviewed audit and monitoring reports related to consumer and client activities
- Developed improvement and corrective action plans to bring operations in line with requirements



## Education

2008-01 - 2011-01



### B.Com

*Delhi University - New Delhi*

2007-01 - 2008-01



### 12th SSC

*Hans Raj Model School - New Delhi*

2005-01 - 2006-01



### 10th HSC

*Hans Raj Model SchoolCBSE - New Delhi*



## Accomplishments



- Training of Time Management, Email etiquette's and Team dynamics.
- Bright Star Award for Q 4, 2012
- Also received spotlight awards.
- Certificate of Appreciation for quality excellence 2022.



## Languages



English



Hindi