

# SONAM GUPTA

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## **Summary:**

- 8+ years professional experience
- Responsible for PF Compliance, Audit, Consulting and Administration depending on the specific needs and requirements of its clients.
- Worked for Group Insurance towards enrolling in the plan during employer's open enrolment period, paying any required premiums or deductibles, selecting the appropriate coverage levels for employee needs, submitting claims for reimbursement or coverage, and staying up-to-date on any changes or updates to the policy.
- Handled disabled customers to get their claims over the phone and offline to ensure that the process is accessible and effective
- Worked as a back-up quality associate.
- Responsible for preparation of reports related to quality check.
- Responsible for preparation of reports for SMEs.

## **Professional Experience:**

### **A. PwC on 3<sup>rd</sup> party payroll (Aone BizMakers Pvt Ltd & Rati & Associates)**

**Designation:** PF Analyst

**Duration:** March 2022 to March 2023 (1 year)

#### **Key Responsibilities:**

- Responsible for all the PF related activity of PwC
- Bank Reconciliation
- Preparing of statutory MIS
- Calculation of Provident Fund
- Handling Employees queries related to PF Withdrawal, PF Transfer, PF Balance and PF Loan, KYC updating in UAN, Basic Information correction in UAN.
- Rolling out the process & taking full ownership of the acceptance test for online PF transfer facility for Trust Funds recently enabled in the EPFO portal.
- Software : Advance Excel, Providence (Company's PF software).

### **B. Metlife Global Operations Support Centre, Noida**

**Designation;** Senior Insurance Associate

**Duration:** March 2012 – January 2017 (5 years)

#### **Key Responsibilities:**

- Worked for Group Insurance taken by employer.
- Handled disabled customers to get their claims over the calls and offline.
- Worked as a back-up quality associate.
- Preparation of reports related to quality check.
- Preparation of reports for SMEs.

### **C. HCL Technologies Pvt. Ltd**

**Designation:** Customer Service Executive for British Telecom

**Duration:** August 2009 – January 2012 (3 years)

**Key Responsibilities:**

- Provided assistance to Asian Help Desk
- Provided assistance to the customers related to telecom issues

**D. Wipro**

**Designation: Technical Executive**

**Duration:** January 2009 – July 2009 (6 months)

**Key Responsibilities:**

- Trouble- shooting for customers

**Technical Qualifications**

- Insurance claim management
- Provident Fund Analysis
- Coaching and Quality management
- Root cause analysis

**Professional Skills**

- Computer Proficiency-MS Office, Word, Excel, Power Point
- GNIIT from NIIT as a Software Diploma Engineer

**Educational Qualification:**

<b><u>Degree</u></b>	<b><u>University/Institution</u></b>	<b><u>Year of Passing</u></b>
B.Com	University of Allahabad, Prayagraj, U.P	2009
Intermediate (ICSE Board)	Girls' High School & College	2006

**Significant Achievement:**

Best performance award for the year 2014 and 2016 in MetLife.