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# FATHIMA RISWANA R

Kundrathur, Chennai.

8220415976| fathimariswana89@gmail.com

## Objective

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To seek a position that provides me an opportunity to exhibit my knowledge and learning that offers professional growth and recognizes my talent, innovativeness and dedication. Having 9 years of customer service experience to ensure customer satisfaction.

## Highlights

- Problem solving ability
- Determined to learn with practical approach
- Adaptability and flexibility
- Solid understanding of business needs and requirements

## Work Experience

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Guardian India Operations Pvt Ltd.

Nov 2016-Current

### Team Member - Enrollment

- AS an enrollment processor I review the received employee documents, check eligibility and enroll them for the requested insurance products such as life, dental, vision, disability benefits etc. Contact broker and plan holder via email when requiring missing information.
- Review and approve Evidence Of Insurability based on the employees age and health conditions.
- Meeting daily targets and achieved high numbers based on volume with 100% percent quality.
- Processing the transaction with 100% adherence of SLA's, Met Average Handling Time and provide solutions within given Turn Around Time.

### Process Associate

- Handling large census reports to enroll, update member records.
- Acted as an Internal Quality Auditor to improve team performance.
- Sharing the process updates to team regularly.
- Given Cross training to another internal team.

### Billing Analyst

- Moved to billing team and got the opportunity to learn posting payments, schedule follow ups for payment, processing refunds, assisting billing discrepancies, Claims override.
- Redirect the queries to the appropriate team who can handle and provide solution.
- Hands on experience in company's online Portal Guardian Anytime. Assist brokers, stakeholders to perform certain tasks by self-service via online portal.

### Subject Matter Expert

- Attending Meetings on time with onshore partners and share the inputs with team to improve performance.
- Gathering and documenting requirements from stakeholders to ensure alignment with business goals and objectives.
- Providing the process improvement ideas based on customer experience and cost reduction.
- Handling Escalations and provide appropriate solutions as per business contract with plan holders.
- Developed and maintained detailed project plans, including timelines, deliverables and resource allocation.
- Performed data analysis to identify trends, pattern and insights that informed strategic decision-making.

## Cross Trainings

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- Internally cross trained in various tools to perform the customer queries in electronic platform such as API, EDI.
- Crossed trained in underwriting registration proposals.

## Achievements:

Provided following BOT Ideas which has successfully implemented.

- auto confirmation emails sent to plan holder.
- Auto fill in bank information on electronic fund transfer.

## Sutherland Global Services

Aug 2014–Sep 2016

Worked as a consultant in the below operations and provided excellent customer service experience.

- **Amazon UK Chat**  
Assisted customers in a professional and courteous manner, addressing inquiries and resolving issues to ensure customer satisfaction.
- **Amazon US Email Customer support**  
Managed a high volume of incoming emails, providing prompt and accurate information to customers.  
Maintained detailed record of customer interactions and transactions, ensuring accuracy and confidentiality of sensitive information.
- **Amazon Seller Support**  
Operational support to the 3<sup>rd</sup> party sellers on the Amazon platform.  
Given various technical support such as, create, alter maintain a seller account, product page.  
Serving as the first resolution point, diagnosing technical, operational, system and propose solutions that will resolve the barriers to enable solutions.

## Education

- B.Sc Computer Science(2009-2012) from Alagappa Govt. Arts College, Karaikudi, Sivaganga (Dist)
- M.Sc Computer Science (2012-2014) from, Alagappa University, Karaikudi, Sivaganga (Dist).

## Software Skills

Operating Systems : Windows 8, windows 10  
Languages : VB.net, Backend-SQL  
Good knowledge and hands on experience in Microsoft Outlook, Word, Excel, Power Point.

## Rewards & Recognition

Achieved 100+ positive feedbacks in a month and rewarded in Amazon chat	Aug 2015
Peak season performer award for achieved high number in Amazon Email	Nov 2016
Excellence Certification for Underwriting Utility Team	Sep 2020
High Five award	Apr 2020
COVID-19 Weekly Incentive Program	Apr 2020 – May 2020
Booster Program – Silver	Dec 2020

Shining Star Award

Sep 2021

Spirit Of Guardian award

May 2023

## Hobbies

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- Listening to Music
- Tailoring
- Hand Crafts

## Personal Information

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Name	:	Fathima Riswana R
Date of Birth	:	30 <sup>th</sup> October 1991
Father's Name	:	Mr. R. Rahumathulla
Mother's Name	:	Mrs. R. Ramjan Begam
Languages Known	:	Tamil, English
Nationality	:	INDIAN

## Declaration

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I hereby declare that all the information furnished above are true to my knowledge.

Date:

Place: Chennai

Yours Sincerely,

Fathima Riswana R