

**CAREER OBJECTIVE:-**

To seek a career in an organization which seeks an ambitious person where acquired skills and education will be utilized towards continuous growth and advancement, which will provide me ample opportunities to work on challenging assignments and will help to transform my ideas into realities.

**ACADEMIC PROFILE:-**

* Bachelors in Commerce through St. ANN’s Degree College For Women Mehdipatnam (Affiliated to Osmania University)
* Intermediate from St. Francis Junior College for Women, Secunderabad.
* S.S.C from St. Ann’s High School, Secunderabad.

**Professional experience:-**

* Current Organization :- ADP PVT LTD
* Process :- Payroll & Insurance Services
* Duration :- 6+ Years (April/2016 till Nov/2022)
* Designation :- Process Analyst & Quality Auditor

**RESPONSIBILITIES**:

Handled Multiple Processes under Insurance Services based on the business requirements:

* Was primarily trained on Certificates of Insurance Calling Team (Processing certificates for the clients) and simultaneously supported the Cancellations Team.
* Was later moved to the Endorsements team that handles the amendment requests.
* Worked for Certificates of Insurance (Processing certificates for the clients).
* Was also cross trained on Renewals process, which involves in renewing the Policies for the upcoming term.
* Worked on COGNOS reports, which includes the raw data of entire policy renewals. In which, I used to allocate the volumes to the team and track the work load of team.
* Extract the Book of Business Report from ISAPP tool- Which includes yearly (rolling back to 365 days) renewal volumes. Purpose of the report is to do quality check, to assign the missed volumes to team and to report the issue to reporting manager and leadership team.
* Worked for Certificates of Insurance (Processing certificates for the clients)
* Handling the training (Certificates of Insurance - Processing certificates for the clients) and QC for the team on the process.
* QC includes – Followed protocol in processing the insurance certificate, Checking the premium numbers of policy, Net rates, of policy, Contact details, Policy term etc.,
* Worked for Renewals Team and supporting all the associates regarding other processes (Cancellations, Endorsements, Implementations)Simultaneously.
* Previous Organization : - GE Money
* Process :- Sale Finance Calling Team(Customer Support)
* Duration :- 1+ Year(October/2009 till May/2011)
* Designation :- Process Associate

**RESPONSIBILITIES**:

* Inbound Calling for Sales Finance customer support.
* Handled customer queries with regards to store credit card.

**STRENGTHS: -**

* Positive Thinking.
* Accept Challenges.
* Taking appropriate decisions based on the situation.
* Flexible personality.
* Sense of responsibility and a very hard worker.

**SKILLS: -**

* Ability to work in a team and that handles new challenges.
* Quick learning capability & Adaptability.
* Attention to Research and problem-solving skills.

**TECHNICAL SKILLS: -**

* MS Office: Microsoft Excel, Microsoft Word, Microsoft PowerPoint.

**PERSONAL INFORMATION: -**

### Date of Birth : 13 Apr 1990

Nationality : Indian

Fathers Name : C.M. George (Late)

Gender : Female

### Languages Known : English, Hindi, Telugu, and Tamil.

Areas Of Interest : Listening to Music & Dancing

Permanent Address : ACAS Crescent Square Apartments,

Block B, G06, Bannerghatta Road, Hulimavu, Banglore,560076

**DECLARATION**: I hereby declare that the information given above is true to the best of my knowledge and concern.

**Place: Bangalore (Sharon George)**