**RESUME**

Name: Nagammai Yegappan No:20 A, Thiruvalluvar Street

Email : [ynagammai@gmail.com](mailto:ynagammai@gmail.com) Ramana Nagar, Perambur.

Phone: ***9884195775*** Chennai -11.

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**Career Objective:**

To Secure a challenging position in a reputable organization to expand my learnings, knowledge and skills.

Having 6 years of experience in Operations and Quality Analyst.

Education Qualification

Bachelor of Science, Madras University, India.

Professional Experience

**ROYAL SUNDARAM GENERAL INSURANCE PVT LTD : Jan’20 to Aug 19th 2021**

**Role & Responsibilities** : **Claims Coordinator**

* Responding/Resolving customer queries of walk-in/telephone/E-mail
* Scan cheques for Commercial business and send to Finance within 3 hours of cheque receipt
* Info Pendings to be cleared within 24-72 hours
* Using the calculator for E-motor and providing quote - instantly
* Resolving Agent queries within 24 hours and coordinate with customer and agents for renewal.
* Cash policy issuance for walk ins within 3 hour.
* One point of contact for claims team in Chennai Branch
* Coordinating With underwriting , business team and back office operation for efficient delivery of service to client with the proper documentation.

**VENUS SOFTWARE : Dec'10** **to April'14**

**Role & Responsibilities** : **Quality Analyst – Sr. Associate**

* Perform Quality checking in outgoing files on a daily basis
* Must ensure all the instructions are applied as per the customer requirement.
* Involved in Causal Analysis - RCA for Internal (IQR) & Customer Quality reported (CQR) Errors
* Published Quality Dashboard on a Daily, Weekly & Monthly basis
* Conduct feedback session on a weekly basis in line with IQR &CQR
* Involved in Specification Analysis for customer provided documents.
* Perform impact analysis for change in instruction received from the customer.

**MAERSK GLOBAL SERVICE CENTRES : June'14 TO Mar'15**

**Role & Responsibilities** : **Process Expert**

* Supported for terminal to handle load and discharge process of containers. Singapore terminal is one of the major transshipment ports in APA LOC.
* Preparing Complete Discharge, Load List & Special Cargo Manifest and submit to Terminals.
* Handle Escalation from Local operations co-coordinator, customer service, capacity, vessel planner and terminal.
* I provide the container details to vessel planner for Loading and Discharge in Singapore terminal.
* Absolute responsible to obtain Partner loadings to include in final prospect and submit to Vessel Planners to prepare the stowage instructions to terminal.
* Conducting daily review meetings with the team.
* Approve and Handle exceptions with stipulated guidelines.
* Handled customer, capacity, planner, terminal, partner and LOC calls.

**Technical Skills**

* MSOFFICE tools - 2003,07 &10
* Typing skill - 35 words per minute
* Good Knowledge on MIS
* Excellent Verbal and communicational skill

**Extra Curricular Activities**

* Participated in the Modern Arts Painting conducted by the “All over Chennai Painting competition”.
* Participated in the Dance cometition in college level
* College Level Seminar on Medical Mycology (Systemic Mycosis)
* National Level Symposium and presented paper on Emerging and Re-emerging of viral diseases

**Personal Information**

Date of Birth : 07 Jan’87

Gender : Female

Nationality & Religion : Indian, Hindu

Marital Status : Married

Languages known : English, Tamil, Malaiyalam (to speak).

**Place:Chennai** Yours Truly,

**Date**:  **(NAGAMMAI.Y)**