**CURRICULUM VITAE**

**Swati Dhusia**

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**CAREER OBJECTIVE**

Is to consistently and diligently perform, to reach the desired objective of the organization in a responsible and sincere manner and to secure a promising position that offers both, challenging and a good opportunity for growth. Major emphasis in background includes:

* Lead the team with full responsibility of the shift.
* Resolving the queries on the floor.
* Audit the policies in the absence of quality auditor.
* Shift Roasting as per shift requirement.

**SKILL HIGHLIGHTS**

* Operating Systems: Windows XP/ Vista/ 7/8.
* TOOLS: MS Office Suite 2003/ 2007 (Word, Excel, Outlook/ Outlook Express), Tally ERP 9.
* Shift Management: Lead the team with full responsibility.
* Handling Escalations: Any call escalated due to failure in fulfilling the requirement or SLA breach.
* Good interpersonal and Communication skills.

**PROFESSIONAL EXPERIENCE**

**ALLSTATE.**

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**Duration: 8th May 2017 to 18th January 2019.**

**Functional Responsibilities as Associate: -**

* Analyzing, verifying and reviewing life insurance policy to insure all the details on the policy are correctly captured.
* Meeting deadlines as per the target for productivity, average handling time and quality.
* Promoting team work and process success.
* Doing floor support.
* Manage key relationships within the organization and cross organization. Foster strong relationships with Client.
* Maintaining operational excellence by meeting client agreed SLA and quality.
* Following ethical behavior and conduct. Maintaining professional boundaries, following all company’s policies, security policies. Abiding and following all process and procedures and following the dress code.
* Responsible for monitoring the training and development module of new employee that ensures the training given to the employee should met with requirement.
* Managing the team in such way that all my team members can identify the root causes and take fast and effective action to resolve the problems.
* Helpdesk Management to ensure that each and every issue should resolve within given timelines and make a proper communication via E-mails and Calls.

**CAPITA PVT LTD.**

**Duration: 18th Feb 2013 to 5th May 2017.**

**Functional Responsibilities as Associate: -**

* Worked with utility based process in multiple line of businesses.
* My core work was to take care of refunds, credit managements and claims related queries.
* All responsible for training new hires auditing, sharing feedback and best practicing to upscale them.
* Was handling escalations from customers and team.
* Doing floor support and helping team members to manage the performance.
* Ensuring that all the reports are delivered to stake holders within timelines.
* Responsible for driving process improvement/process development.

**EDUCATION**

* M.COM. from Pandit Ravi Shankar Shukla University (50%) RAIPUR, May (2011).
* Diploma in Information Technology and Financial Management (70%) Pune, March 2009.
* S.S.C from C.B.S.E. Board (54%), March 2006.

**PERSONAL INFORMATION**

* Fathers Name: - Mr. Anil Kumar Dhusia
* Date of Birth: - 13 January 1988
* Languages Known: - Hindi, English
* Marital Status: - Married

**(Swati Dhusia)**