

Tarun Kakkar

tarunkakkar8@gmail.com

1535, 1st floor,

Block G, Palam Vihar,

08585999256

Gurgaon - 122017

CAREER OBJECTIVES

Intend to build a career with leading corporate environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

EXPERIENCE

I'm working with Optum (United Health Group), Gurgaon.

I'm working as a Senior Claims Representative Associate from April 2013 till date.

Job profile: Creating and updating provider's demographic records in to the database on three LOBs.

- Responsible for the accurate processing and completion of Provider's demographic requests.
- Proficiency in product lines applicable to processing unit.
- Ability to understand & apply plan concepts.
- Demonstrate increasing productivity to meet requirement while maintaining quality standards.
- Adhere to quality improvement initiatives.
- Making and publishing team's production & quality report.
- To ensure that all escalated or priority based requests are managed in due course of time.
- Sharing process updates on regular basis with team.
- Worked on different projects received by the clients.
- Connecting with client to discuss projects via chat, email, webex.

I worked with I.G.T., Gurgaon.

I worked as a Process Associate from December 2012 to March 2013 on four months Contract.

Client: Indigo Airlines

Job profile: Inbound Voice

- Receive calls from customer for Reservation, Cancellation, Rescheduling, Queries etc.
- Register Dispute, Complaints and Feedback of Customers on Software.

I worked with AEGIS BPO, Gurgaon

I worked as a C.C.E. from March 2009 to November 2009 for domestic inbound process.

Client: Bharti Cellular

Job profile: Inbound (Prepaid)

- Receive calls from customers on 121(query) and 198(complaint).
- Resolve queries through best source and knowledge.
- Register complaint if any and forward to backend.

Job profile: Outbound (Postpaid)

- Inform Customer about the due Payment regarding their bill.
- Resolve Query/Complaint by first hand through best source.
- Register Complaint, if any, in the current/previous bill.
- Inform Customer about the Useful plan/Best plan according to his/her uses.

EDUCATIONAL QUALIFICATION

- B.Com from EILM & Agra University with 1st Division in 2011
- Intermediate from U.P.Board with 2nd Division in 2001.
- High school from U.P.Board with 2nd Division in 1999.

COMPUTER SKILLS

- M.S.OFFICE, D.T.P., Internet etc.
- Typing Speed in English 50words/min & in Hindi 30words/min.

PERSONAL DETAIL

Father's name	:	Late Mr. Shyam Sunder Kakkar
Gender	:	Male
Marital status	:	Married
Languages	:	English, Hindi.
Nationality	:	Indian
Date of birth	:	08-August-1983
Hobbies	:	Music, Cooking,
Strength	:	Easy to Learn, Hard Working & Punctual

DECLARATION

I hereby declare that all the statement made in the above application is correct to the best of my knowledge and belief.

Date:

Place:

(Tarun Kakkar)