

GIRISH KUMAR KACHHI

✉ gkgirish221@gmail.com
☎ +91 81038-23739
📍 Purana Power House, Torwa, Bilaspur (C.G.) - 495004

SUMMARY

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately. Eager to grow professionally while supporting high quality service delivery and operational excellence. As Insurance Process Executive with 1.5+ year of experience in US based P&C Operations, specialising in policy checking, audits, renewals & loss runs, proficient in AMS360, EPIC and SharePoint, with strong focus on compliance, accuracy, and client communications.

KEY SKILLS

- U.S. Property & Casualty Insurance Knowledge
- Microsoft Office Suite (Excel, Word, PowerPoint, OneNote)
- Commercial Lines Support
- Organizational and time management skills.
- Email Communication (Client-facing)
- Knowledge of AMS360 / EPIC / Sagitta / ImageRight
- SLA - Driven task management
- Problem Solving
- Multitask Oriented
- ACORD Form Handling
- Photography, Videography with Editing Skills
- Client Handling
- Documentation & Record Keeping

EXPERIENCE

- PATRA India Corp LLC | Raipur**

Nov 2023 - May 2025

Process Associate
 - Company Overview: U.S. Based Company in which I handled Insurance Clients for USI(Non-Certs) Division.
 - Policy Checking for Commercial P&C Insurance, Share Point Access Reports, Audit, Loss Runs, Insurance Renewals, AMS360, Epic, Sagitta, ImageRight.
 - Managed 15+ daily requests from customers for identifying and sharing required data and updating relevant records.
 - Headed multiple calls with US clients for process demonstration and requirement gathering.
 - Coordinated with teams to streamline operational workflows and enhance efficiency.
 - Managed daily tasks in a fast-paced environment (TAT) while adhering to SLAs.
 - Coordinated with onshore teams to resolve data discrepancies and ensure 99% SLA Compliance.
 - Reviewed COIs, Endorsement, and Loss run reports for commercial lines policies.
 - Maintained quality control standards by monitoring the performance of process operations.
 - Maintained accurate documentation for all client interactions and service delivery KPIs.
- Airtel Broadband Services | Raipur**

Aug 2023 - Nov 2023

XFE Field Executive
 - Sales and Marketing Executive for Airtel Broadband / Prepaid and Postpaid plans, and DTH Services.
 - Conducted cold calls, in-store promotions, and field visits to generate new leads.
 - Coordinated installations schedules for new service connections.
 - Maintained records of all sales activities and generated regular reports for analysis purposes.

EDUCATION

- Master of Arts in Public Administration**

Nov 2023

IGNOU
- PGDCA**

Jan 2021

Dr. C.V. Raman University
- Bachelor of Commerce**

Aug 2019

Pt. Ravishankar Shukla University
- Higher Secondary Education (10+2)**

May 2016

Kendriya Vidyalaya No.1, Raipur

HOBBIES AND INTERESTS

- Business Process Outsourcing & Client Support
- Exploring Cultures & new places through Travelling
- Photography & Videography
- Editing using mobile and AI Tools
- Strategic Games
- Exploring Digital Tools for Workflow Efficiency
- Gardening Enthusiast.
- Creative writing & Casual editing
- Listening Podcasts for personal development

ACHIEVEMENTS & AWARDS

- Participate in Youth Parliament at school level.
- Participate and won Volleyball competition under ITI Regional level at Govt. ITI Hathbandh.
- Co-Author of the Anthology: "The Innocent Love" published under Flamingo Publication House.

ACTIVITIES

- Learning New skills through online platforms like (Linkedin, Quora, ChatGPT, TedX)
- Playing Volleyball / Badminton / Football
- Staying Active through walking, cycling or light workouts
- Travelling for creative inspiration and new experiences
- Explore new places to understand cultural diversity and perspectives
- Editing and organising digital photo archives

LANGUAGES

- English
- Hindi