

KESHAV JHUGROO

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PROFESSIONAL WORK EXPERIENCE

Bilingual Claims Service Representative Canada
ClaimsPro - SCM Insurance Oct 2023 – Present

- Manage claim intake, setup, and triage through multiple channels, ensuring accurate and timely processing.
- Achieve 90%+ call quality and client satisfaction by delivering high-quality service.
- Coordinate with contractors, vendors, and field adjusters for efficient claim handling.
- Analyze service lapses, track trends, and recommend process improvements.
- Enhance time management by developing shortcuts to improve call efficiency and reduce handling time.

Freelance Graphic Designer (Part-Time) Dec 2021 – Present

- Experiment with social media content, trends, and visuals to stay updated with modern aesthetics.
- Create logos, graphics, and photo/video edits for personal projects and small businesses.
- Work on various design styles to explore new techniques and improve my skills.
- Design unique content for events, social media, and websites, keeping things fresh and fun.

Digital Marketing & Web Designer Intern Canada
Healing Connection Canada Mar 2024 – Apr 2024

- Developed and implemented an approved website redesign concept on Squarespace, incorporating HTML & CSS to align with the company’s hierarchy, principles, and brand identity.
- Collaborated with a creative team, contributing unique ideas during brainstorming sessions.
- Planned tasks using a work-back schedule to efficiently meet project deadlines while maintaining high-quality standards and professionalism.
- Ensured manager satisfaction by incorporating team feedback into final designs.
- Managed social media accounts and proposed strategies to boost customer interaction, improve analytics, and enhance brand visibility.

Graphic Design Intern Mauritius
Underdogs Studio Oct 2021 – Dec 2021

- Gained proficiency in Photoshop and Lightroom/Camera Raw, by editing raw images.
- Collaborated with senior designers on print materials, digital assets, and social media campaigns.

SKILLS

- Exceptional **English & French** communication skills.
- Strong organizational and time-management skills.
- Detail-oriented and able to handle multitasking.
- Great team contribution and leadership attitude.
- Up to date with advertising trends, and social media.
- Ability to code in HTML5 and CSS3 with VS Code.
- Ability to work under pressure maintaining quality.
- Adobe CC (Photoshop, Illustrator, InDesign, Premiere Pro, After Effects...), Microsoft Suite, Figma and Github.
- UX/UI design principles applied to create visually appealing and user-friendly digital interfaces.
- Ability to handle professional digital photography and videography equipments for product advertising.

EDUCATION

Humber College Canada
Advertising & Graphic Design Sept 2022 – Apr 2024

Curtin University Mauritius
Diploma in Graphic Design Jan 2020 – Dec 2021