



# Diksha

Profession



## Professional Summary

- Seeking a position in a company where I can grow my career and build a valuable skill set. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



## Work History

2022-09 -  
Current

### Senior Executive/ Assistant Manager

Raksha TPA, Faridabad

- Handling client/corporate grievances, Adjudication of claims
- Coordinated resources effectively to support multiple concurrent initiatives led by senior management teams.
- Increased team collaboration by organizing regular departmental meetings, distributing agendas, and recording minutes for future reference.
- Improved office efficiency with the implementation of organized filing systems and document management processes.
- Assisted senior management with major initiatives and projects.
- Assisted with team building initiatives and overall support for maintenance of organizational culture and employee morale.
- Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.

2019-06 -  
2022-09

### Senior Executive

Optum (United Healthcare Group), Gurugram

- Repricing the claims and adjudication
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Developed detailed plans based on broad guidance and direction.
- Established team priorities, maintained schedules and monitored performance.
- Defined clear targets and objectives and communicated to other team members.

2015-06 -  
2019-06

### Admin and CRM Executive

Raksha TPA

- Handling customer grievances/inquiries regarding claim, Coordinating with team members for timely resolution, Measuring customer satisfaction and identifying areas that require improvement, Adherence to company policies & procedures

2012-05 -  
2014-08

### Admin Executive

India Book of Records

- Handling clients grievances/enquiries, Handling the day to day responsibilities, Making calls/emails to clients and customers, Preserving the data and information of clients



## Education

### 12th

- Percentage: 53%
- Board: C.B.S.E

### 10th

- Percentage: 50%
- Board: C.B.S.E

### BBA(CAM)

MD University

Percentage: 72%



## Personal Information

- Date of Birth: 09/16/89
- Nationality: Indian
- Marital Status: Single



## Contact

### Address

Faridabad, Haryana 121008

### Phone

8810224180

### E-mail

Diksha\_ghosh2000@yahoo.com



## Skills

Measuring customer satisfaction and identifying areas that require improvement  
Leadership quality  
Team Building  
Quick Learner  
Good verbal and written communication skills  
Comprehensive problem solving abilities  
Exceptional interpersonal skills  
Excellent active listener  
Administrative Support  
Social media knowledge  
MS OFFICE