

Madhurima Bose

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Professional Summary

Experienced customer support and operations associate with over 3.5 years of experience across insurance, digital content, and resolution management. Proven ability to handle complex client queries, investigate and resolve issues, and streamline support operations. Adept at working with internal and external stakeholders to ensure service excellence, compliance, and client satisfaction.

Key Skills

- Quality Assurance
 - Client Relationship Management
 - Insurance Policy Support
 - Communication Skills
 - Problem Solving
 - Standard Operating Procedures (SOPs)
 - Content Management
 - Excel and Project Tools
 - Team Coordination
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Work Experience

Associate | Guardian India | Oct 2024 - Present

- Serve as the primary point of contact for plan holders and brokers regarding life insurance policies.
- Provide detailed information on policy benefits, claims, and eligibility.
- Collaborate with brokers to interpret policy provisions and process service requests.
- Handle escalated queries ensuring compliance and satisfaction.
- Coordinate with internal departments to enhance process efficiency.

Senior Resolution Expert | Walmart | Oct 2023 - Sep 2024

- Investigated customer complaints and delivered effective resolutions.
- Collaborated with teams to enforce compliance and reduce repeat issues.

Digital Associate | Amazon | Nov 2021 - Oct 2023

- Executed SEO strategies to improve digital content visibility.
 - Utilized Google Analytics to monitor and improve web performance.
 - Managed content updates and platform features.
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Education

B.Tech / B.E. in Bio-Chemistry & Biotechnology, Amity University, 2020 | Grade: 5.5 / 10

Languages

English, Hindi, Bengali

Hobbies

Achievements

- Exceeded productivity targets by processing 15+ titles per hour.
 - Led initiatives to improve team efficiency through workflow optimization.
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