

# Professional Summary

Harish Chandra Pandey

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9+ years of exp in **P&C and Liability Insurance, General, US Healthcare**. Knowledge of insurance domain along with **Claims, FNOL and Settlement support**.

# Skills

* Subject matter expertise
* Proficient in [Loss Connect, Orion, Address Screener, E-Cos, MS Outlook, Internet.]
* SAP
* MS Office
* Clerical Support
* Teamwork

# Work History

07.2021 - Current

## Subject Matter Expert (Analyst)

Accenture - Gurugram, India

* + Perform day to day management of a team of Associates, including coaching and providing ongoing performance feedback.
  + **Good knowledge in Lloyds, General, P&C and Liability insurance preferably in commercial line of business in the US/UK market.**
  + Actively involved in **processing insurance claims, settlement and FNOL support.**
  + Worked closely with departmental managers to develop more efficient ways to complete various business processes.
  + Responsible for maintaining all digital Copy for all process work in the company.
  + Responsible for doing Auditing, Quality Checks and Handle new joiners' on the floor for their better quality as well as production performance.
  + Taking team huddles and reporting about daily updates.

02.2020 - 07.2021

## Process Developer

Genpact - Noida, India

* Responsible for doing Auditing, Quality Checks and Handle new joiners' on the floor for their better quality as well as production performance Received and reviewed incoming documents and materials.
* Working on **Types of claims includes FNOL, SNOL, Settlement and Refund which receiving from Client in Triage and Processing on Brokasure, ECF, IMR, ECM, Quick view Applications.**
* Working on **UK Claims including property & casualty, marine, cargo and various type of claims related to LIRMA, LLOYD, ILU and non-bureau market**s.
* Entered data into computer tracking system and filed paperwork according to procedures.
  + **Prepared insurance claim forms or related documents and reviewed for completeness.**
  + Notified insurance agents and accounting departments of policy cancellations and changes.
  + Generated, posted and attached information to claim files.

03.2019 - 12.2019

## Senior Executive

SE2 Digital Service LLP - Gurugram, India

* **Processing Claims FNOL** (First notice of loss) and generating claims numbers
* **Generating Claim for Property and Casualty insurance**
* Meets production and quality control requirements and goals assigned
* Answering client through mail and solved their query
* Updating various Excel spreadsheets for the employee's benefits and various company related spreadsheets
* Providing process training to new hires.
* Investigated properties to determine extent of damage and estimate repair costs.
* **Followed up on potentially fraudulent claims initiated by claims representatives.**

10.2012 - 11.2018

## Senior Executive

EXL Service Pvt Ltd - Noida, India

* Assign faxes to the team, making TAT, Login faxes, Production team roaster, Attending and learning calls and huddles with managers
* Processing claims FNOL (First notice of loss) and generating claims numbers
* **Workers compensation Claims for the client Hartford Insurance Group.**
* Works as QA for internal audits
* Answering client through mail and solved their query
* Updating various Excel spreadsheets for the employee's benefits and various company related spreadsheets
* Providing process training to new hire

# Education







Bachelor of Arts, MBPG College – Haldwani - 2009

AMCAT Certificate Basic Computer, Shine Learning AMCAT Certificate MS Office, Shine Learning