

# **MONIKA M**

## **PROCESS ASSOCIATE**

E-301, 19th Street •  
Periyar Nagar, Perambur •  
Chennai - 600082 •  
9940264510 •  
mhmoni1999@gmail.com •

## **OBJECTIVES**

I bring a diverse range of skills, experience and knowledge that have been developed over the years through both my formal education & professional experience. A dedicated and enthusiastic professional with a commitment to excellence and a passion for continuous learning and development.

---

## **PROFESSIONAL EXPERIENCE**

### **MR. COOPER**

*Process Associate, May 2023 – Present*

- I completed an examination for newcomers as part of a training program, and I assisted in resolving their processor doubt clarifications Assigning daily tasks, gathering daily production & Quality data, Maintain the Excel and sending the daily report to team lead and Onshore.
- Prepare and generate the monthly report on production and quality like MIS Report, downtime report, break report and Attendances. I performed a general topics presentation for corporate Events like women's commits.
- Auditing and verifying the documents if any information is incorrect or mismatched with the supporting document will disapprove of correcting the document.

### **SBL LIFE INSURANCE**

*Sale Support Associate, June 2022 – April 2023*

- Collect the insurance required documents from customer or field officers and upload to the portal for underwriter Approvals.
- Generate the monthly and travel costs for the regional manager.
- Schedule the customer visit and create the field officers' action plan and generate the monthly report on performance of agents.
- Presented the product presentation to the employees & employer at Company Events.

## ACCENTURE

*Associate, November 2021 – May 2022*

- As per the customer's request, I verified and updated the necessary data from the insurance company marketplace.
- To obtain updated information, raise a ticket with a third party.
- Reconciliation of insurance claim amounts requires data to be reconciled
- Manually enter the customer's data across the entire insurance form and double-check it with the source files.

## ACADEMY COURSE

### ANNAI VOILET ARTS & SCIENCE COLLEGE

- Bachelor of Commerce, May 2020 | Chennai

### HIGHER SECONDARY SCHOOL

- Government Higher Secondary school 2017 | Chennai

## TECHINICAL SKILLS

• Microsoft Excel	• OneDrive
• Microsoft Word	• Outlook
• PowerPoint presentation	• Tally ERP 9

- Teamwork and collaboration.
- Data analysis.
- Problem Solving and Critical Thinking.
- Managing Skill.
- Communication and interpersonal skills.
- Time management.

## **INTEREST**

- Reading Books
- Drawings
- Social media

## **LANGUAGES**

- Tamil - Proficiency
- English - Professional
- Telugu - Elementary

---

## **DECLARATION**

I hereby declare that all the information provided above is under facts or truths to my knowledge. The information mentioned above is true and accurate to the best of my knowledge.

**MONIKA M**