**CURRICULAM – VITAE**

**SHILPI MALL**

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Present Mailing Address-

House Number-113, Mayur Vihar Extension (Delhi)

**CAREER OBJECTIVE:-**

To achieve a responsible place in an organization with my best ability of hard work dedication and knowledge. I can use my skills professionally for the benefit of the organization, accept challenging assignments and can learn more through guidance and experience.

Profile:-

Experienced insurance professional skilled in backend operations for American Brokerage General Agencies (BGAs). Proficient in CRM software, application review, underwriting coordination and policy management. Ensures accuracy, timeless and compliance. Adept in report generation and error correction. A valuable asset for optimizing BGA insurance processes.

**EDUCATIONAL QUALIFICATION:-**

* B.C.A from Institute of Management and Research, Ghaziabad. (IMR) in Batch 2015.
* Intermediate passed from SIC Board Captainganj, Kushinagar in year 2011.
* High School passed from J.P.C.H.S.S., Board Captainganj, Kushinagar in year 2009.

# PROFESSIONAL EXPERIENCE ( 4 years )

1. One97 Communications Pvt. Ltd.as an Operation Executive **(7TH DEC 2016 TO FEB 2020): -**

* Assisting customers with login credential via Salesforce.
* Handled issue related to billing for all Paytm customers.
* Handled escalation related to customer grievances and other issue.
* Handled all query related to chargeback, cash back, offers, Deals, Vouchers.
* The queries of Paytm accounts and application related issues such as sign up, Login in, Number updates, Account Block Account, closure etc.

1. Khadi Natural Healthcare as a Sr. Operation Executive **(Domestic and International) (From 10th June 2021-25th July 2022): -**

* Resolved customer’s complaints quickly and efficiently.
* Given support to customer’s through email and chat.
* Worked on Zen desk Chat support and email.
* Worked on all Payment gateways Cashfree, PayUbiz, CCAvenue, RazorPay, Paypal to check the customer’s payment success status and make their refunds instant as per their request. (In different scenarios)

1. Operation Executive at US Based insurance Company Name - Employee Pooling Resources Pvt. Ltd. From 28th October 2022 to 31st December 2024

* Assisting and supporting management in various tasks related to insurance operations.
* Using CRM software such as salesforce, Smart Office, Agency Integrator to manage client data and interactions efficiently.
* Reviewing new Insurance applications for missing information and ensuring they meet policy criteria.
* Ordering and reviewing underwriting requirements like Attending Physician Statements, Inspections Report, and other medical documentation for submission to insurance carriers.
* Maintaining an internal processing database to document work activity and communication for all assigned cases.
* Ensuring that policies are placed In Force within a given turnaround time and maintaining high accuracy levels.
* Sending out daily and weekly reports to provide updates on the status of cases and other relevant information.
* Trained new employees on proper protocols and customer service standards, managed and examined the performance of executives to guide for the areas requiring improvement to improve quality.
* Diligently handles clients emails daily through Mocrosoft Outlook.

**Software Skills:-**

Microsoft- Word Microsoft- PowerPoint

Basic Knowledge of MS Excel. Adobe Photoshop

**Strength:-**

Hard working & confident

Honest

**HOBBIES:-**

Listening to Music,

Interacting with new people.

**PERSONAL INFORMATION:-**

Fathers Name : Mr. Jai Prakash Mall Date of Birth: 12th June 1993 Nationality: Indian

Marital Status:Unmarried

Religion: Hindu

Languages: English & Hindi, Hinglish Gender: Female

**Declaration: -**

I do here by declare that the particulars of information and facts stated here in above are true and complete to the best of my knowledge and belief.

DATE:-

PLACE: -

Shilpi Mall