

**Prachi Tomar**  
**Email: prachitomar6@gmail.com**  
**Phone No.: 7389885638**

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## **CURRICULUM VITAE**

### **CAREER OBJECTIVE:-**

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me to learn and grow while fulfilling organizational goals.

### **WORK EXPERIENCE:-**

**PROCESS EXECUTIVE 2, OPERATIONS – PATRA INDIA BPO SERVICES PVT. LTD. RAIPUR**  
(September 2018 – Present)

- ☐ Handled multiple processes such as Audits, Endorsements, Notice of Cancellation, Document Retrieval, Employment Benefits, in the Commercial Lines Insurance for USA based clients.
- ☐ Led the Implementation of new services, processes and demonstrated them.
- ☐ Identified and analyzed processes bottlenecks and rectified them.
- ☐ Improved processes stability and performance.
- ☐ Prepared various essential Reports on Production, Help Desk, SLA, AHT, TAT, etc.
- ☐ Handled client communication (both verbal and written) with respective Account Managers, Senior Client Consultants and Underwriters.
- ☐ Trained and mentored over 15 Junior Executives and Trainees.
- ☐ Ensured delivering quality work to the clients within TAT.
- ☐ Proficiently worked on applications like Epic, Image Right, Outlook, etc.
- ☐ Honored with the Best Trainee Award.

### **SCHOLASTIC QUALIFICATION :-**

S.No.	COURSE	UNIVERSITY/BOARD	NAME OF INSTITUTION	YEAR OF PASSING	PERCENTAGE
1.	Post Graduate Diploma in Computer	Christ University, Jagdalpur (C.G.)	Christ University Jagdalpur (C.G.)	2015	55.07

	Applications				
2.	Bachelor Of Commerce (Commerce)	Christ college University, Jagdalpur (C.G.)	Christ College of, Jagdalpur (C.G.)	2013	51.07
3.	12 <sup>th</sup> H.S.S.C.E	Chhattisgarh Board Of Secondary Education, Jagdalur (C.G.)	Nirmal Higher Secondary School, Jagdalpur (C.G.)	2010	63.66
4.	10 <sup>th</sup> H.S.C.E	Chhattisgarh Board Of Secondary Education, Raipur (C.G.)	Nirmal Hr. School, Jagdalpur (C.G.)	2007	61.50

#### **ACADEMIC EXPERIENCE:-**

TRAINING	INDUSTRY	PERIOD
Major Training	ACC Cement Ltd. Bhilai	Four Weeks
Minor Training	Bhilai Steel Plant	Two Weeks

#### **PROJECT UNDERTAKEN :-**

**Analysis of Boiler stack:** Structural, Thermal, Harmonic, Dynamic and Transient analysis of Boiler Stack are performed in ANSYS software.

#### **SKILLS:-**

- ☐ Willingness to learn and adapt new concepts
- ☐ Keen desire to achieve objective
- ☐ Problem solving ability
- ☐ Spirit of team work and support
- ☐ Good communication and presentation skill
- ☐ Personal integrity and commitment to deadlines ☐ Regular and punctual

#### **CERTIFICATION S:-**

- ☐ **Professional AutoCAD** from CAD Academy (AutoCAD Certified recognized Association, U.S.A)
- ☐ **Udemy Certification in Aws**

**PERSONAL PROFILE:-**

**Father's Name** : Mr. Rajendra Singh Tomar

**Mother's Name** : Mrs. Manju Tomar

**Date of Birth** : 30th May 1991

**Sex** : Female

**Marital Status** : Single

**Languages Known** : English, Hindi

**Hobbies** : Traveling, Exploring Food, Nature Photography

**Permanent Address** : Shanti Nagar Ward near Durga Mandir, Jagdalpur - 494001 (C.G.)

**DECLARATION:-**

I hereby declare that the above information is true to the best of my knowledge and bear the responsibility for the same.

Place:

Date:

PRACHI TOMAR