

RESUME

Deepesh Kewalramani

4C/370 Vartalok Society

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CAREER OBJECTIVE :

Looking forward to work in a dynamic organization that can provide me an opportunity for self-improvement and leadership while contributing to the growth of the organization with my skills. I am very motivated by the idea of joining a company in order to gain new professional experience.

EDUCATIONAL SUMMARY :

- Masters Completed in Human Resource Management in 2018 as Correspondence.
- Graduation Completed from Delhi University in 2015 as Correspondence.
- 10+2 from NIOS SCHOOL Delhi in 2011.
- 10th from C.B.S.E Board Delhi in 2009.

PROFESSIONAL EXPERIENCE:

Organization: Pacific Access Health Care, NOIDA

Duration: 10/12/2020 till Present

Designation: Senior Claims Associate

- Researched and compiled answers provide to the claims representative and also check the claim status through website or over the call and try to resolve the denial as well.
- Assigned the task of handling the queries from the claims department.

Organization: EMDS, NOIDA

Duration: 20/03/2019 till 10/01/2020

Designation: Senior Claims Associate

- Researched and compiled answers provide to the claims representative and also check the claim status through website or over the call and try to resolve the denial as well.
- Responsible for preparing, analyzing and maintaining data
- Maintains record of all enquiries and related details in Computer Systems and also provide Back Office Support.
- Responsible for maintaining the data of the new joiners and providing the excellence of training and also give them the feedback for the quality.

Organization: NTT DATA, NOIDA

Duration: 10.08.2018 till 20th march 2019

Designation: Claims Associate

- Assigned the task of handling the queries from the claims department.
- Researched and compiled answers provide to the claims representative and also check the claim status through website or over the call and try to resolve the denial as well.
- Responsible for preparing, analyzing and maintaining data.
- Maintains record of all enquiries and related details in Computer Systems and also provide Back Office Support.

Organization: EXL, NOIDA

Duration: 27.06.2016 Till 18.07.2018

Designation: Customer Care Executive

- Assigned the task of handling field representative queries from British Gas.
- Mainly deal with Debt Collection Agencies and provide the right resolution over the call.
- Researched and compiled answers provide to the field representative and also provide the right information for the customer.
- Responsible for preparing, analyzing and maintaining data.
- Maintains record of all enquiries and related details in Computer Systems and also provide Back Office Support.
- Answers incoming and make outgoing phone calls to customers and provide quality, responsive, and positive customer contact with the intent to retain the customer and assist with the past-due situation.

PROFESSIONAL STRENGTH :

- An effective communicator with Excellent leadership, problem solving, planning, communication and client servicing skills.
- Creative Thinking, Effectiveness and Productivity
- Strong communication, Analytical abilities and inter personal skills.
- Excellent time management and organizational skills.
- Flexibility, Adaptability and team work skills.

SKILLS :

- Decision Making
- Self-Motivated
- Goal Oriented
- Intercultural sensitivity and language skills
- Strong work Ethic

PERSONAL DETAILS:

Father's Name	Shri Prakash Chand
Date of Birth	07-03-1992
Sex	Male
Language known	English, Hindi
Marital Status	Married
Passport Number	J8650195

DECLARATION:

I hereby declare that the above given information is true to the best of my knowledge and belief.

DATE:

PLACE

(Deepesh Kewalramani)