RESUME

PREETI PRAJAPATI
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Professional Summary:

* Overall experienced of 8 Years and 4 Months in the outsourcing/offshoring and IT industry.
* 6 Years of relevant experience in P&C Insurance, Manual Testing in Insurance Domain, Business Process Improvement and Team Management.
* Handling the customer or client query and resolving them within the given TAT.
*Ready to adopt new changes and work with a different client project.

Experienced:

1. Tata Consultancy Services (Jan 2023 to August 2024).
Worked as a Business Process Lead – **Claim Indexing**

Job Responsibility:

* Responsible for handling a team with an open communication culture for indexing of all allocated claims in accordance with the company's documented service standards.
* Maintain a client interaction via training, conference calls, emails and messenger service as per needed but is not limited to other activities.
* Perform senior process executive functions as needed but is not limited to Report to the manager on per.

2. CATEX Software Services PVT LTD. (June 2022 to December 2022).
Worked as a Client Service Associate – **Software Product Testing**

Job Responsibility:

*Manual testing in the insurance domain.
* Creation of Test plan and preparation of Test cases.
*Execution of Tests in all the **QA Environment** (DEV, Regression, UAT and PROD).
*Working closely with developers and business analyst to meet business requirements.
* Conducting review/defect Triage meeting as needed. Track and update issues on **JIRA**.

3. Hanover International Support Services Pvt. Ltd. (November 2020 to May 2022).
Worked as an Insurance Analyst – **Renewal Insurance**

Job Responsibility:

* Use Procore to check for vendor insurance certificates that are nearing expiration.
* To assist in the collection and review of subcontractor and vendor insurance certificates at the site level.
* This will involve tracking and analytics under time sensitive deadlines, and communication with subcontractors, vendors and Hanover team members via email and SharePoint
* Review renewal certificates of insurance for accuracy and completion. And Upload certificates of insurance in Procore software for tracking and accountability.

4. Gallagher Service Center, LLP (November 2017 to November 2020).
   Worked as a Process Analyst - **Surplus Line Filing (Tax) Unit – Insurance**

Job Responsibility:

* Independently investigate, research, and resolve issues that may arise during the filing, reconciliation or payment processes as they relate to their assigned duties.
* Conduct quality review on documents associated with a surplus lines tax filing. If documents are not correct, coordinates with branch to make appropriate corrections.
* Assist Surplus Lines Tax Supervisors and team member with finding and interpreting state regulations pertaining to surplus lines tax filings, as required.
* Timely and accurate completion of state surplus lines tax filings by utilizing the states filing website or state approved form.

5.WNS Global Services (April 2016 - June 2017) Worked as an Associate

Job Responsibility:

* Prepare and review of Fare Rules, reissue and refund policy along with creating an international routing and itineraries of Malaysia Airlines in the ATPCO system.

Achievements and Awards:
Best performer of the **Month, March 2017 award** in WNS (Malaysia Airline)
Best performer of the **Month, March 2019 award** in Gallagher (Insurance Process).
Star of the **Month, May and November 2019 award** in Gallagher (Insurance Process).
2nd Quarterly, 2019 Award as Shining Star in Gallagher (Insurance Process).

Certification: -

Oracle 10g Dba workshop (SQL) certificate from NIIT, Nagpur.

Studying for the Certified Business Analysis Professional (CBAP)®

Career Essentials in Business Analysis by Microsoft and LinkedIn.

Educational Detail: -

Master of Business Administration: Punjab Technical University Passed in 2015.

Technical Skills:

Technical Knowledge: Advanced EXCEL, HTML, SQL, QA Environment Tool and JIRA
Database   **:** Oracle9i/10g .DBA.

I confirm that the information provided by me is true to the best of my knowledge and belief.