RESUME

PREETI PRAJAPATI
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Professional Summary:

* Overall experienced of 9 Years in the outsourcing/offshoring and IT industry.
* 7 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. Cowbell Cybersecurity Insurance (Nov 2024 to Present).
Working as a Compliance Analyst II

Job Responsibility:

* Assisting with regulatory filings, licensing, and compliance matters.
* Supporting agent licensing and renewals, ensuring timely conditional renewals and reinstatements.
* Reviewing and recommending changes to internal and external compliance policies for enhanced regulatory adherence.

2. Tata Consultancy Services (Jan 2023 to August 2024).
Worked as a Business Process Lead

Job Responsibility:

* Managed a team to ensure timely indexing of claims in line with company service standards.
* Maintained client interaction through various channels to ensure customer satisfaction.
* Reported to the manager and performed senior process executive functions as required.

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

Job Responsibility:

* 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.

4. Hanover International Support Services Pvt. Ltd. (November 2020 to May 2022).
Worked as an Insurance Analyst

Job Responsibility:

* Use Procore to check for vendor insurance certificates that are nearing expiration.
* Managed collection and review of subcontractor and vendor insurance certificates at site level.
* Tracked and analyzed data under time-sensitive deadlines, communicating to them via email.
* Review renewal certificates of insurance for accuracy and completion. And Upload certificates of insurance in Procore software for tracking and accountability.

5. Gallagher Service Center, LLP (November 2017 to November 2020).
   Worked as a Process Analyst

Job Responsibility:

* 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.

6. 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.

7. Loft Analytics (June 2015 – Feb 2016) Worked as an Online Business Analyst.

Job Responsibility:

* To update one of the largest Databases in the search engine worldwide by ensuring the high quality of data collection using available search tools and applications.

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.

Educational Detail: -

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

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