

## 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 an Insurance Compliance Analyst II

### Job Responsibility:

- \* Assisting with regulatory filings, licensing, and compliance matters.
- \* Supporting agent licensing and renewals, ensuring timely conditional renewals, cancellation and reinstatements.
- \* Reviewing and recommending changes to internal and external compliance policies for enhanced regulatory adherence.
- \* Knowledge of OFAC and Oden system.

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 Dec 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. (Nov 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.
- \* Review renewal certificates of insurance for accuracy and completion. And Upload certificates of insurance in Procore software for tracking and accountability. Knowledge of Salesforce app.

**5. Gallagher Service Center, LLP (Novr 2017 to Nov 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 Db 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.