

CURRICULUM VITAE

PIYUSH JAGGI

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➤ **OBJECTIVE**

To work in an organization that offers opportunities for growth and helps to forefront my skills. The attitude would be to work with commitment and sincerity towards the organization, which in turn would make me able to realize my own vision.

➤ **ACADEMIC QUALIFICATION**

High School Passed from CBSE Board in 2009.

Intermediate Passed from CBSE Board in 2011.

B.com Passed from University of Delhi(SOL) in 2015.

➤ **PERSONAL STRENGTHS**

Dedicated and Hard working.

Communicating: Communication Skills.

Flexibility and Adaptability.

Critical thinking: Decision making

➤ **EMPLOYMENT SUMMARY:**

Process Associate: (18 June'18- Present)

Senior Process Associate : (effective April 01, 2021)

Sun Life India Service Centre Private Limited : Digital Operations (US HealthCare Process)

Highlights:

- Manage and update Insurance member details and plan data on multiple applications
- Enter new member data into excel and enrolment forms
- Processes customer requests in a timely and accurate manner
- Communicate with customers through written correspondence
- Using PC application and functions such as MS Excel and MS Word to update and upload data sets
- Assist with department projects and initiatives as needed
- Create and monitor the processing checklists and calendars Works with management to set daily priorities to ensure prompt and efficient service

➤ **EMPLOYMENT SUMMARY:**

Process Associate : (5Dec'16 – 14June'18)

GENPACT: Property and Casualty Insurance (Claims)

Highlights:

- Send notice to Injured Worker, State Board and Employer.
- Correct data feeding on notice with the help of CCM's instructions and Manual.
- Review CCM's instructions like grammatical mistakes, correct the format of data, and check payment and calculation.
- Send mail to client in case of missing instructions given by the CCM.
- Calculate payment of Injured Workers in California State.
- Give updates regarding process via e-mail.
- Audit claims of associates before publishing on portal.
- Allocate the work to every employee in excel.
- Maintain accuracy and achieve production in every month.
- Make daily or monthly report that how many claims allocate to each and every employee.
- Compile the data daily by State wise and send report to supervisor.
- Working on targets like 35 claims per day and achieve accuracy 100% monthly accuracy with full production given by the management.
- Handling e-mails of employees and clients.
- Handle new joined employees and provide them floor support.
- Give training to new joiner on dummy claims

➤ **PERSONAL PROFILE**

Name: Piyush Jaggi

Father's name: Pardeep Jaggi

D.O.B: 18-01-1992

Nationality: Indian

Marital Status: Unmarried

Language Proficiency: English, Hindi.

I here by declare that all are above information is correct and true to the best of my

knowledge and belief.

(Piyush Jaggi)