

CONTACT

PHONE NUMBER

9821844054

ADDRESS

Sarai Kale Kha
New Delhi 110013

Strengths

Keen to learn
new skills
Communication
to responsibilities
Detail oriented
Team player

INTEREST

Cooking , Music
Creative work

Languages Known

English
Hindi

OBJECTIVE

Being a committed team player, I want to be part of a reputed organization to contribute towards the growth of the organization where my full potential is explored and to further my personal capabilities by learning from new exposure within the structured framework of the organization.

WORK EXPERIENCE

WIPRO LIMITED, NOIDA – SR. ASSOCIATE

February 2019 - July 2024

- Back-end Process - HWSS (Health and wealth shared services)
- Worked with clients (more than 200 clients in alight portfolio) and the health plan vendors such as Aetna, UHC, Cigna, Optum, Blue Cross Blue Shields etc to implement new plans for the upcoming year. Received customer queries on Lotus Notes, Salesforce, Assist.
- Solved requests by validating and verifying customer information with the health vendors within the defined time frame.
- Eligibility updates done with Health vendors over call and email.

QUATTRO, GURGAON – FRAUD ANALYST

September 2017 – November 2018

- Analyzed large amount of data to find patterns of fraud and anomalies.
- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
- Performed risk assessment to determine level of fraud risk and prioritize investigations.
- Tracked fraud cases and monitored trends to develop strategies for prevention.
- Worked with internal teams to resolve vendor and client issues within the timeframe.
- High level of confidentiality for client data maintained.

2014 – 2017

- Worked with café Coffee Day part time employee
- Preparations for Govt. Exam

EDUCATION

- Passed B.com from Delhi University – Delhi in 2014
- Passed 10+2 from - Senior Secondary from C.B.S.E. board

AWARDS

Shimmer award and illuminate award for delivering quality results and excellent performance during annual enrolment and throughout the year

STRENGTH

- Positive & result oriented attitude, Punctuality & Regularity, I am confident, loyal, trustworthy, Accept challenges

TECHNICAL SKILLS

- Microsoft Office. Word, Excel, PowerPoint, Outlook, Access, One Note
- Assist Tool, Service now, Lotus notes, Salesforce

Date:.....

Place:.....

(Monika Negi)

