

CURRICULUM VITAE

Chetna Dua
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Seeking assignments in Backend Operation. Looking for a long-term association with a company having a dynamic working environment where my skills could be shared and to grow in the hierarchy of the company.

An Overview

- ☛ Ability to support and sustain a positive work environment that fosters team performance with strong communication and relationship management skills.
- ☛ Strong analytical, problem solving & organizational abilities with a flexible & detail-oriented attitude.

Career Contour

PROFESSIONAL EXPERIENCE

1: Concentrix: May 2016- June 2017

Customer Care Executive (Back Office Operations)

- * Resolved the queries of the customers thereby rendering customer satisfaction. Assisted the support team in processing of customer complaints & services.
- * Interfaced with clients to ensure fulfillment of agreed SLA service delivery standards
- * Ensured customer issues are promptly addressed, documented and resolved in a timely and professional manner and passed urgent cases to correct channels.
- * Followed the escalation procedure & promptly escalated the unresolved customer issues to next level for timely resolution.
- * Conceptualized & implemented strategies to render exceptional customer experience with adherence to all the set parameters to enhance the efficiency of various aspects of the customer service delivery cycle.

2. August 2017- September 2018 – Alight Solutions
September 2018-Present – Wipro

Aon Hewitt (formerly known as Aight solutions) now taken over by Wipro is on top of the world as a leading provider of human capital and management consulting services areas of expertise include actuarial science, compensation, employee benefits and compliance, HR information technology, industrial psychology and organizational behavior, and leadership development.

Designation: Backend Operation

March 2021- Present:

Senior Associate/Processor Advanced

Responsibilities:

- ☛ Adding the Employee's dependents in their medi-claim insurance policy after verification of complete document as per **Health Insurance Portability and Accountability (HIPAA)**. If the documents are not as per the SOP's than sending them insufficient information letter.
- ☛ Responsible for the Audits of Dependents to determine the eligibility status for 3 coverage types – Medical, Dental and Vision basis on the client specified SOP guidelines and documents received.
- ☛ Meeting & Exceeding defined client SLA's of Productivity, Quality and Team Management.
- ☛ Maintain and improve process knowledge through proactive communication and utilization of available resources (Training manual, Team meetings etc.). Contribute to effective workflow through efficient teamwork.
- ☛ Training and mentoring the new hires about the process.
- ☛ Responsible for doing Auditing, Quality Checks and Handle new joiners on the floor for their better quality as well as production performance.
- ☛ Avoid costly rework and client escalation by identifying root cause and providing solutions that ensures accuracy and improves quality

EXTRA INITIATIVES

- ✓ Handling Attendance Tracking.
- ✓ Given Quest Idea in order to reduce cost and save time for the process performance.

ACHIEVEMENTS

- ✓ Rewarded with Tier – 2 Award for highest production

- ✓ Rewarded with Shimmer Award for production and quality

Personal Traits:

- ✓ Ability to understand problems from other's point of view.
- ✓ Strong Sense of Duty & responsibility.
- ✓ Hardworking
- ✓ Good Communication Skills
- ✓ A team worker.

Academia

Grauated Bsc. (Pass) Delhi university in 2016

12th from CBSE Board in 2011

10th from CBSE Board in 2009

IT Skills

- ☛ Microsoft Office- Word, Excel and PowerPoint.

Personal Details

Father's Name : Laxman Dua

Date of Birth : 20th January 1994

Address : 5c/87 NIT 5 Block C, Faridabad 121001

Languages Known : English, Hindi and Punjabi

Marital Status : Married

(Chetna Dua)

Date:

Place: