



PRIYANKA

RATHOD

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*An enthusiastic, diligent and competent professional with **7+ years** of total experience in KPO Industry and capable of making a significant contribution to the top-line of the organization.*

Educational Qualifications

- M.B.A. (HR) from G.H. Rasoni Institute of Management & Research, Pune University.
Year: 2012 – 2014
- B.Sc. (Computer Science) from Fergusson College, Pune University.
Year: 2009 – 2012

Project Profiles

- **Project 1 : Library Management System**

Year	: B.Sc. (Computer Science)
Team Size	: 3
Technologies/Languages	: Java, HTML
Operating system used	: Linux

Description: The main goal of this project was to minimize the human efforts. This automated system was useful to the librarian to maintain the library transactions. The computerization of this system will not only improve efficiency but also reduce human stress.

- **Project 2 : Performance Appraisal System**

Year	: M.B.A. (Human Resource)
Team Size	: 1

Description: The objective of this system is to assist management in promotion, demotion, and transfer problems. Also it helps to improve job performance, to increase analytic abilities of supervisors, and to reveal areas where training is needed.

Professional Experience

KENERSYS INDIA PVT. LTD.

Internship

DURATION: 10TH July 2013 – 30th August 2013

Tools and Platform – Microsoft Excel, Microsoft Word

- As an Intern, I worked with the Human Resource department to analysis the process of performance appraisal within the organization.
- To study :
 - how performance appraisal helps to suggest the areas in which improvement in job performance is necessary.
 - how it is useful in determining appropriate salary increases , bonuses for the employees on performance measure.
 - how it helps in respect of promotions, transfers, demotions, considering the strengths and weaknessesof the employees.
 - how it motivates the employees by showing them where they stand, what they should do to improve their performance.

Gallagher Service Center LLP

Sr. Process Analyst

DURATION: 21st July 2014 – Present

Tools and Platform – AIM, Image Right, Microsoft Excel, Microsoft Word

- As a Senior Process Analyst, I have been working in different processes related to issuance of policy, auditing the policy for errors & omissions, creating endorsements for any changes requested by policyholder, generating invoices for any premium charged, creating renewal setup for renewal policies by following the Underwriting guidelines of various carrier
- Keeping meticulous reports and documentation detailing daily processing activities, updated logs and submitted timely reports for supervisor review.
- Supporting special projects upon request from department manager.
- Responding to advanced issues with professional and relationship-focused approach
- Creating/drafting Standard Operating Procedures (SOP) with the help of carrier/underwriters required for issuance and delivery of policies
- Introducing new tools and techniques for improving the efficiency and productivity of the process
- Leading the team to obtain the services from the new branches and expanding the business to multiple locations
- A methodical, result oriented team player possessing outstanding communication, interpersonal, organizational and time management skills with demonstrable problem solving abilities.
- Able to work and excel under demanding and diverse work environments.

Skill sets

- Exceptional communication skills developed through regularly holding meetings and dealing with customers.
- Ability to maintain a good business relationship, be responsive to changes in circumstances and always willing to help the customer.
- Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.
- Excellent reputation for resolving problems and improving customer satisfaction.
- Willingness to take on added responsibilities to meet team goals.
- A methodical, result oriented team player possessing outstanding communication, interpersonal, organizational and time management skills with demonstrable problem solving abilities.
- Able to work and excel under demanding and diverse work environments.

Certifications/Achievements

- ⇒ Cleared Domain Certification for AIS 25 (Associate in Insurance Services)
- ⇒ Successfully completed Initial Training Program (ITP) at Gallagher Service Center LLP
- ⇒ Star Performer award at Gallagher Service Center LLP.
- ⇒ Best Team award of 2017 at Gallagher Service Center LLP.
- ⇒ Appreciation letter/emails from various clients
- ⇒ Proven track record of excellent work performance & work ethics.

Extra Activities

- ⇒ Organized various events and participated in competition like Cubicle decoration, musical chair, etc.
- ⇒ Organized and participated in various sports activities

Hobbies

- ⇒ Listening music
- ⇒ Travelling (to explore the world, visit new cities and learn about as many cultures as I can)
- ⇒ Socializing
- ⇒ Reading Books

Personal Particulars

Date of Birth: 10th November, 1991
Languages Known: English – Proficient
Hindi – Proficient
Korean - Beginner