|  |  |
| --- | --- |
| received_1157741764294184.jpeg | **Jissel**  [**Jissel.340582@2freemail.com**](mailto:Jissel.340582@2freemail.com) |

**Objective:**

To emerge as a successful professional and serve the corporate world with my utmost sincerity, dedication and to make my service indispensable for those I work for. To grab all the opportunities that come my way and seek to grow professionally as well as personally.

**Work Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Time Duration** | **Designation** | **Experience (years)** |
| **Allianz AGCS**  **Ernst & Young** | **April 2015 to December 2016**  **July 2011 to December 2013** | **Insurance Operations Specialist**  **Senior Service desk Analyst** | **1.8 years**  **2.6 years** |

**Professional Skills:**

* Good theory knowledge in accounting, economics and law, insurance.
* Willingness to learn and grow along with the team
* Good communication skills.
* Perform well under pressure and thrive on the challenge of new opportunities.
* Self motivated and can perform individually as well as when a part of a team.
* Computer skills like report , surveys creation, handling the backup of a service delivery tool and excellent dealings with clients
* Analytical skills, by processing and identifying validated data
* Problem solving skills and alternatives look up

**Role and Responsibilities**

Roles and responsibility in Allianz AGCS

* Working as an operations specialist to assist underwriters in completing insurance submission and risk analysis
* Tools like ECM,EUS,EPIC,FFIC well knowledgeable
* Identification of valid data and entering in systems that help with risk rating
* Interface between agent and underwriters to bring in a smooth flow of business transactions
* Creation of new joiners training manual
* Involvement in project that ensures 100% quality and minimizing errors
* Problem solving techniques used to ensure the validated data entered in system are appropriately utilized for risk analysis
* Part of Fun committee that focuses on entertaining employees by bringing out activities that ensures active participation

Role and responsibility in EY:

* Be the Interface between the business and support services
* Management of the Helpdesk Team including ensuring resource allocation, attendance, effective achievement of SLA’s and planning activities.
* Logging all service actions into ticketing system.
* Respond to calls and live risk documentation within specified time frames.
* Ensure all procedures are suitably documented and published in accordance with service standards.
* Creation of reports on call billings, customer surveys and alerts periodically.
* Working as a technician in the Service delivery tool with regard to creation of new departments, teams, adding users, their respective roles and functions.
* Service now tool a global interface between the organization and clients with more sophisticated customer dealing service

**Technical Skills:**

|  |  |
| --- | --- |
| **Operating System** | **Windows XP, Remote FFIC directory** |
| **ERP Tools** | **Tally, Service delivery tool, Service now**  **ECM, EUS, EPIC, UWS, Lotus Notes, Lexis Nexis, MVR** |
| **Packages** | **Ms-Office 2003, 2007 (MS Word, MS Excel, MS PowerPoint)** |

**Personal achievements**

|  |  |
| --- | --- |
| 1 | First in Essay competition at annual college and inter church |
| 2 | Representative of Reflections magazine incorporated in EY |
| 3 | Clubbed achievements in sports relay |

**Education Summary**

|  |
| --- |
| * 10th AISSE : 82% result scoring top in Mathematics and Science * 12th in Commerce : 88% result being the top scorer in Accounting and Economics * BCom( CA) acquired 80% results * Mcom (Distance) Awaiting Results * IPCC : From Jan2014 till date |

**Certifications / Professional qualifications**

|  |  |  |
| --- | --- | --- |
| **Course** | **Marks scored** | **Completion date** |
| **CA – CPT** | **113** | **Dec 2011** |

**Personal Profile**

|  |  |
| --- | --- |
| **Date of Birth** | 6thMarch, 1990 |
| **Marital Status** | Married |
| **Languages Known** | English, Hindi, French, Malayalam |
| **Hobbies** | Writing and Reading Novels, travelling to new places and exploring |

**Declaration**

I hereby declare that all the information furnished above is true and best to my knowledge.