



PROCESS ANALYST

SHIBONI YADAV

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to come up with interesting ideas for achieving my goals

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Jabalpur Madhya Pradesh

WORK HISTORY

Process Analyst

ALLIANCE DATA, BANGALORE

2021-03 - PRESENT

- Accomplished task on-time
- Resolved all issues professionally and in a timely manner
- Utilized strong interpersonal and communications skills to serve customers
- Review information and trends to ensure that the output of processes are achieving the desired results and that services are meeting agreed upon service levels
- Extract reports and provide a high-level analysis of data for review
- Meet SLA's on time and meet the target on daily basis

Process Associate

SUN LIFE FINANCIAL, GURGAON

2019-05 - PRESENT

- Identified and resolved process issues to encourage smoother procedures, more efficient workflow, and overall business growth.
- Monitor all transactions and ensure compliance with quality regulations and maintain data
- Perform quality check assessment on all processes of various associates.
- Insurance claim adjudication to check the receipt and pay according to that medical report
- Meet SLA's in a monthly basis
- Coordinate with team members and ensure the achievement of all team objectives and goals.
- Developed standard operating procedures and document workflows for current and future process steps.

Associate

WIPRO, GURGAON

2017-06 - PRESENT

- Healthcare documents verification on PDF
- Utilized strong interpersonal and communications skills to serve customers
- Adhere to client SLA's and meet timelines
- To research and resolve process-related issues independently, providing quality ideas to make the process error-free.
- Creating and updating pricing sheets on tools as per clients' requirements. So that pricing check is updated.
- Responsible for updating SOP (Standard Operation Procedure)

EDUCATION

Mahatma Gandhi Kashi Vidyapith University, Varanasi

B.COM, COMMERCE

2016-03 - PRESENT

SKILLS

Analytical skills

Problem solving

Leadership

Problem solving and critical thinking

Feedback

