**CURRICULAM VITAE**

**Ashwani Juyal**

**Contact Info**

**Permanent Address :** Ordnance Apartment B-18, H-Block, Vikas Puri, New Delhi-110018

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**Career Objective**

I am looking for a challenging job through which the company and myself can keep updating the knowledge of business / information technology that will entirely fuel my company’s growth. I strongly believe in teamwork which alone will lead to the goal “success’ that will last and last forever.

**Educational Background(Academic)**

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| **Class / Degree** | **University / Board** | **Year of Passing** |
| B.Sc (H) Electronics | Delhi University, New Delhi | 2011 |
| 12th | CBSE, New Delhi | 2008 |
| 10th | CBSE, New Delhi | 2005 |

**Experience**

* **Benefits Operations Manager in Wipro**
* Promoted as a Benefits Operations Manager in Wipro(partnership with Alight) effective Sep 1st, 2018
* Reporting & handling files send to client regarding health insurance, medical coverage, payrolls, deductions
* Framing work direction and plan for the associates after thorough assessment of their capabilities.
* Preparing & presenting various weekly/monthly MIS reports pertaining to process/productivity.
* Direct interaction with client team and Transitioning clients and processes in India from U.S
* Generation of Process Improvement plans beneficial for other clients across domain, which in hand results in rewards from the organization.
* **Delivery Analyst in Alight (Formerly known as Aon) from Apr 2017 till Aug 2018.**
* Promoted as a Delivery Analyst in Alight effective Apr 2017.
* Analyze, resolve, direct and close out internal/external workflows assigned with defined turn around.
* Respond to queries from different functions with Alight and CLIENT.
* Independently carry out manual processes e.g. manually calculate health insurance rates.
* Verify& escalate data file processing.
* Create documentation - standard operating procedures for new processes and updates changes.
* Transition new processes from US and giving training for the same to New Hires/Existing team members.

* **Worked in Aon as a Benefits Operations Administration from Dec 2014 till Mar 2017.**
* Take care of company benefits, including medical, Dental, Vision and life Insurance. Also, Calculate payroll deductions and direct billing payments.
* Reviewed benefits for accuracy and completeness.
* Resolved employment-related disputes through proactive communication..
* **Worked as Senior Operations Executive in Aegis BPO from Mar 2014 till Nov 2014**
* Handling Airtel Nodal and Appellate escalated queries.
* Maintained project quality with a hands-on management style.
* Trained, coached and mentored staff to ensure smooth adoption of new program.
* Worked directly with Airtel Client to get trained and achieved results
* **Worked as Customer Relations Executive in Qualtouch BPO Solution Pvt. Ltd. From Mar 2012 till Feb 2014.**
* Achieving sales target of all parameters (Voice, Data).
* Providing information regarding product's available with the company to individual as well as corporate clients.
* To increase profitability of store.
* Ensuring branding and infra to be correct.
* Retaining customer to continue with us by resolving their queries.

**Projects:**

1. **DBP (Direct Billing Payment):-**  Worked on this project to identify the correct payments towards participant’s coverages.
2. **EOI (Evidence of insurability):-** Worked on this new project to check the correct insurance amount.
3. **HRP-DVS:** - Need to analyze whether the participant's dependents are correctly enrolled in coverages or not. If not then we need to update their accounts.

***Areas of Expertise***

***Process Management***

* Mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines; spearheading process transition initiatives.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize client satisfaction level.
* Conducting process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines of the Senior Management Parameters & Employee parameters.

***Relationship Management***

* Mapping client's requirements, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Ensuring continuous interaction with the client team to make sure that area of concern can be worked upon for improved service levels.
* Setting out quality standards for various operational areas, ensuring a high-quality client satisfaction while adhering to work processes.
* Dealing with client team's queries relating to medical insurance, coverage payrolls, deductions &ad-hoc reports.

***Team Management***

* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Training and mentoring associates regarding different processing files to ensure smooth functioning of reports.
* Responsible for Quality activities & initiatives in the organization and maintaining quality standards on the floor.
* Provide feedback to my team members based on my analysis of the contacts aptitude.

**Skill sets**

* US  benefits and payroll compensation knowledge
* Understanding of benefit domain-HEALTH & WELFARE
* System knowledge -TBA, GUI, MS EXCEL, MAINFRAME, LOTUS NOTE.

**Personal Information**

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| --- | --- |
| Date of Birth | September 2,1989 |
| Gender | Male |
| Marital Status | Single |
| Father’s Name | Shri. Rajesh Juyal |
| Language Known | English and Hindi |
| Citizenship | Indian |
| Strength | Devoted, willing to help, Quick decision making |
| Hobbies | Playing Cricket and Listening to Music |

Declaration:-

I do hereby declare that the above-mentioned details are true to the best of my knowledge and belief. If anything found wrong, my candidature is liable to be cancelled.

**Place: New Delhi**

**Date: Ashwani Juyal**