

Curriculum Vitae

Abdul Waseem

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- **Objective:** Looking for a challenging role in a reputable organization to utilize my technical, management, and operational skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the corporate world.

❖ Work Experience

- **Currently working in TCS** as Technical Lead, L1 IT support from 21st April 2021 till now (Roles: Handling Digital Automation, BPM (Business Process Management) and RPA (Robotic Process Automation) Creating the Schedulers, running the schedulers and Testing the VDIs, basic Triaging, Monitoring the applications. Creating the SOPs, Work allocation, Meeting the SLA's, solving the queries and resolving the tickets.

Tools:- Blue Prism Robotic Tool, V Sphere, Power BI, App Dynamic, Apica, Zenoss etc.

Insurance- Sending letters and Making payments for Personal Injury, Legal Aids, GDPR (General Data Protection Regulation), Content Claims, Motor Claims, Buildings Claims and Sports Claim, under P&C Insurance. Create Claims and update the covers as per the policy.

- Worked with **EXL Service India Pvt. Ltd.** as Payment Executive 15th of November 2019 to 5th of April 2021 (Roles: Working in P&C Insurance Processing Payments) Workers Compensation, Review the invoices and taxes and estimate the costs of the invoices, Claims Processing, Issuing payment to Claimant, Vendors, Attorneys, for the treatment of the employees or claimant, Tasks covered under reimbursement is IME,HHC, RX, Copays, NCM, Interpreting, Settlements, Mileage, Email Communication, etc. Training to new hires, Quality audit and Query resolution.
- Worked with **Genpact India Pvt. Ltd.** 25th of July 2018 to 14th November 2019
Roles : Worked in P&C Insurance domain, Claims estimation, Pricing, Transcription, Depreciation, Backend, Day End reports, Quality Audit etc. Transcription the inventories and medical bills of the customer.
- Worked with **Health Arx Pvt. Ltd. Saket New Delhi** as an Intern for two months during summer vacation, June 2017 to July 2017 Roles: Cold calling, tech support to the existing customers, generate leads and convert the leads into sales.

❖ Education And Qualifications

Education	Board	Year	Percentage
MBA (Operations Management)	IGNOU (Open)	2021	60%
B.A. Voc. M.M.R.B.	University of Delhi	2018	75%
Senior Secondary	U.P. Board	2014	81%

❖ Hobbies & Strengths.

- Excellent Knowledge of MS Office and Internet Browsing.
- Believe in the Team Work and also willing to manage Team.
- Time punctuality is always the priority.
- Always try to fulfill the expectation and needs of the Organization.
- Smart worker.
- Passionate about Learning.
- Quick to apply Initiative and work effectively.

❖ Personal Details

- Date Of Birth: 20th of June1998.
- Nationality: Indian
- Language Known: German B1 Level, English, Hindi, & Urdu.
- Marital Status: Unmarried
- Current Address: Home 139 Mohalla Mazullanagar Kasba Kemri Dist. Rampur UP 244928 India

❖ DECLARATION

- I hereby declare that all details furnished are true to the best of my knowledge. I am aware that the company can use this data for verification purposes and any material inconsistency identified would have a bearing on my employment, based upon company policies.

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