

TANUSHREE BHATTACHARJEE

55 Saket, Sadhana Society ,

Hadapsar

Pune

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Professional Summary:

9+ years of experience in Motor Insurance Claims. IF4 CII certified claims professional worked with various facets of claims starting with FNOL until Litigation. I have been part of various pilot projects movement from onshore to offshore including FNOL, Credit Hire , Third Party , Vendor management.

Played an instrumental role in process streamlining, redefining, knowledge transfer, upstream downstream collaboration and resonating it with business goals.

Professional Experience:

1. Organization : **Allstate Solution Pvt Ltd.**
Designation : Team Lead
Domain : Insurance
Duration : 5th May 2022 - Present.

Responsibilities :

- US Salvage payments leader, handling headcount of 25 FTE.
- Measure process and team performance through metrics focused on input, output, quality and provide constant feedback for performance improvement
- Identifying, conceptualizing and development of automation methods replacing the manual solutions, with prime focus on quality assurance, productivity gain and cost savings to the client
- Deploying various methodologies to analyze the process, recommending modifications to minimize escalations, realize operational efficiencies, control variability, costs and reduce cycle-time
- Leading the critical overpayment and leakages to bring efficiency in dollar value saving .
- Part of the Focus group, working closely towards closed loop feedback and claim cycle time reduction.

2. Organization : **WNS Global Services.**
Designation : Assistant Manager
Domain : Zurich UK Insurance claims
Duration : 1st January 2021 -2nd May 2022
Responsibilities :

- UK Credit Hire and Intervention process leader, handling headcount of 15 FTE.
- Lead the process movement from onshore to offshore along with streamlining the FNOL TO Intervention Cycle time.
- Lead for Customer /CEO/Social media complaints and maintaining the customer relationship managers portfolio .

- Litigation Spoc for one of the solicitors Horwich Farrelly and managing the reduction of Litigations count and in turn pound savings.
- Closely working on projects between Credit Hire and bodily Injury team to keep the claim cost low and identify red flags.

3. Organization : **WNS Global Services**
Designation : Subject Matter Expert
Domain : UK and NZ Insurance claims
Duration : Jan 2018 – Dec 2020.
Responsibilities :

- Subject matter expert for high value claims and end to end audits.
- Spoc to introduce training for personal and commercial claims on Guidewire.
- Internal Fraud spoc, identifying trends and proposing blacklist of those accident management companies.
- Training and driving across Pune and Bangalore to identify Fraud and track trends.
- Collaborated with Onshore for introducing, Telematics, Car Wash reports, Market trends of settlement of Motor claims.
- Managed a headcount of 10 FTE, as a secondment Manager during Covid for 1.5 years

4. Organization : **WNS Global Services**
Designation : Senior Associate /Process trainer
Domain : Aviva UK Insurance claims
Duration : March 2014- Dec 2017
Responsibilities :

- Spoc for Subrogation portal claims
- Spoc for limiting the threat to litigation claims and settlement to avoid litigation.
- Integral part of Liability Disputes team and decision
- Internal Fraud spoc, identifying trends and proposing blacklist of those accident management companies.
 Training and driving across Pune and Bangalore to identify Fraud and track trends

5. Organization : **Mphasis**
Designation : Associate /Process back up trainer
Domain : UK Insurance FRU
Duration : August 2013- Feb 2014
Responsibilities :

- Part of FRU, UNR, Recovery team Spoc for Subrogation portal claims
- Claim registration
- Liability decision
- Arranging replacement vehicles, tracking with vendors
- Managing the portfolio of recovery and towing of vehicles.

Responsibilities

Operations Management: -

- Measure process and team performance through metrics focused on input, output, quality and provide constant feedback for performance improvement
- Identifying, conceptualizing and development of automation methods replacing the manual solutions, with prime focus on quality assurance, productivity gain and cost savings to the client

Process Excellence

- Implementation of tool, for various facets of functional improvement (AHT, TAT, Productivity, Internal and External quality, Compliance, Process re-engineering etc.)
- Identifying, conceptualizing and development of automation methods replacing the manual solutions, with prime focus on quality assurance, productivity gain and cost savings for the functional units
- Coordinating integration with support functions viz. Quality, Training, and Compliance & H.R.

Personnel Management

- Leading the team towards higher performance and building Senior Associates and developing future quality leaders
- Measure process and team performance through metrics focused on input, output, quality and provide constant feedback for performance improvement

Stakeholder Engagement

- Exceeding stakeholder satisfaction by ensuring project deadlines and service quality norms are met, as well as building the brand image by exceeding expectations
- Responsible for continuous interaction with the stakeholder to understand their ever-changing needs, proactively keeping stakeholder up to date on projects status
- Mapping client requirements as well as ensuring delivery of effective solutions in-line with the specified organization guidelines

Awards & Achievements:

- Best Manager award from Zurich Insurance 2022
- Hackathon champion for proving radical changes ideas and implementation 2021
- Member of knowledge transfer and process mapping while transitioning 250 FTE work from UK to Pune.
- Developing training material, governance framework, quality targets.
- Received award for the exceptional performance for the year 2016, 2017, 2018, and 2019 at WNS.
- Received award for the exceptional performance as customer relationship manager for the year 2020, 2021, 2022.

Educational Qualification:

Degree/Examination	Institute/Board	Percentage	Year
M.sc Science	Bharti Vidyapeeth Pune K.L. College of Arts & Commerce, Amravati	78%	2013
B.sc Science	MSU Baroda Bharti Vidyapeeth Pune K.L. College of Arts & Commerce, Amravati	75%	2011
H.S.C.	KVS , Baroda	75%	2008

Learning and Certifications:

- IF 4 CII Certified UK - 2020
- Six Sigma Green Belt - 2021
- Fast Track RPA Certified – Feasibility studies -2020
- CBI Certified – WNS Global Services- 2022
- AIDA L1 Cleared Insurance – Allstate -2022

Personal Details:

Date of Birth	04th December 1989
Gender	Female
Language Known	English, Hindi, Bengali
Hobbies	Travelling and exploring new cuisine, connecting with people
Passport / Relocation consent	Yes

Yours faithfully

Tanushree Bhattacharjee