



JYOTI SHARMA

PROCESS ASSOCIATE

PROFILE

Detail oriented Process Associate adept at making critical decisions, managing deadlines and enhancing workflow efficiency with expertise in analysis and quantitative problem solving skills, dedicated to company growth and improvements. Committed to delivering high-quality results in every aspect of process management.

WORK EXPERIENCE

TATA CONSULTANCY SERVICES

Process Associate

April 2024 - April 2025

- Insurance Claim Processing: Managed the end to end processing of insurance claims ensuring compliance with the clients policies and guidelines to reduce the risk of errors and fraudulent activities so that the claim are processed and handed over to the client within the Turn Around Time.
- Data Verification & Documentation: Conducted meticulous verification of claim document and maintained accurate records, ensuring that all the information is up-to-date and compliant with legal standard.
- Data Management: Accurately entered and managed claim payment in internal system, ensuring records are as per standard and are easily accessible for audit purpose.
- Team Collaboration: Worked closely with team members to meet daily and monthly payments targets , fostering a collaborative environment focused on achieving collective goals.

TANTIA CONSTRUCTIONS LIMITED

Accounts Assistant

January 2022 - March 2024

- Participate in internal and external audits, providing necessary documentation and explaining accounting practices.
- Analyze financial data to identify trends, discrepancies, and areas for improvement.
- Responsible for monitoring fund flow of respective sites, financial transaction and entering data into ERP.
- Responsible for yearly closure of joint ventures as maintained by the company.

Accounts Trainee

August 2021 - December 2021

- Looking after bank reconciliation statement, raising sales invoice.
- Maintaining the company purchase and sales ledgers.
- Basic administration updating and maintaining procedural documentation.

CERTIFICATIONS & ACHIEVEMENTS

- Received Star performer award- **Tata Consultancy Services**
- Received appreciation from seniors for being able to handle a large amount of transactions at the time of backlog- **Tantia Construction Limited**
- Microsoft Excel - Excel from Beginner to Advanced - Udemy
- AML case investigation skills - Udemy
- Money Laundering Concepts : AML, KYC and compliance - Udemy

CONTACT

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EDUCATION

2017 - 2021

UNIVERSITY OF CALCUTTA

- BCOM (Accountancy Honours)
- CGPA : 6.3 / 10

2015 - 2017

ST. JOHN'S HIGH SCHOOL

- Class XII
- 79%

SKILLS

- Tally ERP 9
- Dynamic 365 Business Central
- MS Tools (Advanced Excel, Word, PPT, Outlook, Team)
- Time Management
- Attention to details
- Data verification
- Multitasking

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Bengali (Fluent)