

# Smita Mukherjee

Habra, West Bengal

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## About Myself

With 3 years of experience in BFSI domain, I have developed a strong expertise in claims assessment and investigation, dispute management, and customer query resolution. My role has involved meticulously analysing customer queries to ensure accuracy and compliance with regulatory standards, as well as effectively managing disputes to achieve timely and satisfactory outcomes for clients.

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## Professional Experience

- ❖ Senior Associate, Tata Consultancy Services 3<sup>rd</sup> July 2024 – 11<sup>th</sup> July 2025
  - Worked in payments department for a UK client performing annuity setup.
  - Prepared and delivered customized life insurance quotes for prospective policyholders based on risk assessment and underwriting guidelines.
  - Resolved an average of 20 customer queries per day, while maintaining quality score of 95%.
  - Trained and mentored junior associates and provided subject matter expertise.
- ❖ Senior Associate, Wipro 24<sup>th</sup> June 2022 – 26<sup>th</sup> June 2024
  - Worked in claims department for a US client performing provider enrollment.
  - Resolved an average of 25 customer queries per day, while maintaining quality score of 98% and customer satisfaction score of 94%.
  - Successfully handled and resolved escalated queries.
  - Trained and mentored junior associates and provided on-call support.

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## Education

B.Sc. in Critical Care Technology, WBUHS 2020

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## Skills

Core Skills: Banking, Financial Services and Insurance (BFSI) and Customer Service

Foundational Sills: Business Communications, Problem Solving and Time Management

Technology: Artificial Intelligence and Microsoft 365 tools

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## Achievements and Rewards

- Star Performer Award obtained in 2023 from Wipro