

**BHAVYA DHAWAN**  
Business Analyst

New Delhi  
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## OBJECTIVE

**Highly motivated and experienced Business Analyst (Operations) with a proven track record of providing exceptional customer service. Proven ability to resolve customer issues quickly and efficiently, while maintaining a positive and professional demeanor.**

## EXPERIENCE

### **Business Analyst | Capline Healthcare Management**

JAN 2024 – PRESENT

**Credential Verification.** Reviewed and authenticated credentials, qualifications, licenses, certifications, and other relevant documents submitted by individuals or organizations.

**Compliance Assessment.** They ensure individuals or organizations comply with all legal and regulatory requirements. This may involve checking if licenses are valid, certifications are up-to-date, and professionals meet the necessary educational or training standards.

**Background Screening.** Conducted background checks on individuals to identify any criminal records, disciplinary actions, or other negative factors that may affect their eligibility or reputation. This step helps to ensure public safety and protect the interests of the organization.

**Communication and Collaboration.** work closely with providers and organizations to provide guidance on compliance.

### **Senior Account Coordinator | Silaris Information Pvt Ltd**

SEP 2022 – MAY 2023

**Identifying potential customers, explaining the features of various credit card products, and persuading individuals or businesses to purchase these financial products.**

**Presented American Express card features and benefits in a compelling and persuasive manner**

**Customize sales pitches to address the unique needs and concerns of each prospect**

**Guided customers through the application process and ensure all necessary paperwork is completed accurately and efficiently**

**Follow up with customers to ensure satisfaction and obtain feedback**

## EDUCATION

### **Bachelor of Technology | PDM COLLEGE OF ENGINEERING(MDU)**

2012 – 2016 (63%)

Customer Service

• Sales & Operations

• Customer Success