

BHAVISHYA JANGRA

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PROFESSIONAL SUMMARY

Hardworking and detail-oriented professional with proven experience in backend operations, insurance processes, and client servicing. Adept at managing workflows, ensuring compliance, improving operational efficiency, and collaborating with cross-functional teams. Skilled in data analysis, reporting, and process documentation with a focus on delivering quality outcomes and supporting continuous improvement initiatives.

PROFESSIONAL EXPERIENCE

Process Associate | Sunlife Global Solutions

Dec 2022 - Oct 2024

- Handled US insurance products such as Group Life, Disability, Dental, Vision, Accident, and Critical Illness.
- Prepared product quotations and rate proposals to support client benefit plans and insurance sales.
- Conducted order processing, inventory management, and data analysis including data cleaning and manipulation.
- Built census files using advanced Excel functions (VLOOKUP, Text-to-Columns, Concatenate, etc.) to simplify client data.
- Provided clients with benefit options based on preferences, state regulations, and company standards.
- Maintained process documentation such as SOPs and exception trackers for accuracy and compliance.
- Generated MIS reports to support business decisions.
- Analyzed and optimized operational processes to enhance efficiency and reduce costs.

EDUCATION

Hindu College, Sonipat (M.D.U) | BBA | 2022 | Percentage: 59.8%

Vivekanand Public School, Sonipat (CBSE) | Class XII (Commerce) | 2019 | Percentage: 70.8%

Vivekanand Public School, Sonipat (CBSE) | Class X | 2017 | CGPA: 6.8

KEY SKILLS

- Advanced Excel (VLOOKUP, Pivot Tables, Concatenate, Data Cleaning)
- MS Office (Word, PowerPoint, Outlook)
- Data Analysis & Reporting
- Client Relationship Management
- Process Documentation & SOPs
- Critical Thinking & Analytical Skills
- Multitasking & Negotiation Strategies