

SALONI ROY

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[LinkedIn](#)

PROFESSIONAL SUMMARY

PGDM Finance and Operations graduate with experience in insurance operations and quality checks within an insurance brokerage environment. Skilled in compliance monitoring, operational reporting and data analysis using Excel and Power BI. Seeking analyst roles in financial services, risk, compliance or operations.

WORK EXPERIENCE

COVERYOU

Jul 2025- Feb 2026

Operational Support- Quality Associate

- Audited **advisor-client interactions** for a team of 15 consultants across different **insurance products** to check correct explanation of coverage, benefits and disclosures, which **improved accuracy** and increased CSAT from 72% to 79%.
 - Identified **process gaps** in advisor performance and communication, helping advisors correct mistakes and improve overall service quality.
 - Conducted **compliance checks** to detect disclosure and documentation gaps; strengthened adherence to regulatory guidelines and minimized potential compliance risks.
 - Prepared and compiled monthly **performance reports** based on audit and operational data, supporting focused coaching, **process improvements** and end-to-end policy servicing.
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SUMMER INTERNSHIP

HDFC LIFE INSURANCE Pvt. Ltd.

Apr 2024- Jun 2024

- Processed and verified 50+ policy documents, resolved discrepancies to reduce errors and enable **smoother policy issuance**.
- Checked **claim documentation** for 40+ cases, identified compliance gaps to support faster handling and lower regulatory risks.
- Handled documentation workflows, data validation, and **policy/claim query resolution**; maintained high accuracy to boost team efficiency and service quality, aligning with monthly reporting and process enhancements.

MERISKILL

Jul 2024

- Analyzed complex datasets to **identify patterns** and deliver actionable insights for performance evaluation.
 - Built interactive **Pivot** and **Power BI dashboards** and data models to visualize data trends/metrics; used **MS Office** tools to create polished reports for enhanced stakeholder communication.
 - Performed advanced **Excel data cleaning and validation**, prepared datasets for seamless analysis and reporting.
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PROJECT

SERVQUAL Model

Sep 2023- Oct 2023

- Applied the **SERVQUAL model** to evaluate service quality across five dimensions in a healthcare setting.
 - Collected and analyzed feedback from 80+ patients and staff members to **measure expectations vs. perceptions** and identify key service gaps.
 - Presented actionable recommendations based on findings to improve patient satisfaction, close gaps and optimize service delivery processes.
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EDUCATIONAL BACKGROUND

- FOSTIIMA Business School**- PGDM- Finance and Operations 2023- 2025
 - College of Commerce, Arts & Science**- B.Com (Hons.)- Accounts 2019- 2022
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KEY SKILLS

- MS Office
 - Data Analysis and Reporting
 - Stakeholder Communication
 - Operations & Process Management
 - Insurance Products and Operations
 - Compliance & Risk Awareness
 - Adaptability & Quick Learner
 - Attention to Detail & Accuracy
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CERTIFICATION COURSES

- Supply Chain Management - Great Learnings 2024
- Basics of Stock Market - Upsurge 2023
- Career Essentials in Business Analysis - Microsoft and LinkedIn 2023