

# Kushagra Gupta

New Delhi

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## Career Summary

Ambitious and results-driven P&C Insurance Advisor with 2 years of experience in providing expert guidance on insurance plans to diverse clients. Recognized as Top Performer in March 2023 for outstanding achievements. Seeking a challenging role to leverage my skills and expertise to excel with international clients and expand my knowledge of Global Insurance markets to drive business growth and expansion in new markets.

## Professional Experience

Process Executive at EXL

- Quote insurance policies for individuals and provide them with the best possible premiums and advantages as per their requirements.
- Managing operational work to review insurance policy applications to ensure that all necessary information required for processing the policy is provided and complete.
- Make the required adjustments for both the issuer and business when appropriate. Utilizing computerized software to calculate the risk associated with the document.
- Gathering data on lapsed coverage, verifying the accuracy of records, cancelling and making changes to policies where it is deemed necessary.
- Perform checks for various types of transactions like new business, renewal, endorsement and cancellation in different LOBs like Property, Autos etc.

Worked as Insurance Advisor, at Policy Bazaar from Oct 2022 to Feb 2024.

- Advised clients on various insurance plans, including individual, group, and Medicare plans
- Conducted needs assessments to determine clients' insurance needs and provided personalized recommendations
- Built and maintained relationships with clients, ensuring excellent customer service and retention
- Stayed up-to-date on industry trends, regulatory changes, and new product offerings
- Collaborated with insurance carriers and other stakeholders to resolve client issues

## Achievements

- IC38 IRDA Certified
- Top Performer, March 2023: Recognized for outstanding sales performance and customer satisfaction.
- Consistently met or exceeded sales targets.
- Received positive feedback from clients and management for excellent customer service.

## Academic Profile

- M.Com from S.V.College, affiliated to Dr. Bhimrao Ambedkar University in March 2024.
- B.Com from D.S.College, affiliated to Dr. Bhimrao Ambedkar University in May, 2021.
- Class XII from D.S. Bal Mandir, passed out in May, 2018.
- Class X from D.S. Bal Mandir, passed out in May 2016.

## **Skills**

- MS-Office
- Customer Relationship Management
- Insurance
- Client needs analysis
- Computer Literacy
- Strong Communication

## **Personal Traits**

- Excellent interpersonal skills and high level of commitment.
- Strong conceptual & analytical skills.
- Adaptability to varied cultural & people environments.
- Quick learner.
- Keen interest in learning new Technologies
- Languages known- English, Hindi.

Sincerely,

Mr. Kushagra Gupta