

CHANDRAVEER SINGH RAJAWAT

F-1, Anand Residency, Bhudhsingh Pura, Surya Nagar, Sanganer, Jaipur, Rajasthan – 302029
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Results-driven professional with 7+ years of experience across Business Banking, Insurance Operations, Health Underwriting, Mortgage Processing, and Fund Accounting. Proven ability to manage policy reviews, loan operations, and client onboarding for global financial institutions including National Australia Bank, MetLife, Santander, and Transamerica. Skilled in process optimization, stakeholder coordination, and mentoring new hires, with strong analytical and organizational capabilities. Detail-oriented and adaptable, committed to delivering accurate and high-quality results in fast-paced environments.

EXPERIENCE

Tata Consultancy Services | Senior Associate – Insurance | Client: Transamerica

May 2023 – May 2024

- Ensured high accuracy of data entered into internal systems and validated supporting documentation for end-to-end policy management processes.
- Reviewed policy files and initiated required follow-ups to complete pending information, documents, or approvals.
- Prepared and drafted policy premium summaries and consolidated review findings into required documentation for audit and processing.
- Ensured adherence to service delivery standards and initiated follow-up procedures for untouched/pending policy files exceeding 120 days, supporting timely closure and compliance.

Genpact | Process Developer – Banking & Mortgage | Client: Santander

January 2023 – May 2023

- Managed UPL onboarding applications for Santander's mortgage process, ensuring accurate documentation and timely case handling.
- Allocated work across team members to balance workflow and deliver SLA targets.

NAV | Executive – Fund Accounting | Team: Private Equity

July 2022 – December 2022

- Managed investment portfolios within the Private Equity Fund Accounting team, supporting accurate valuation and reporting of portfolio holdings.
- Prepared and maintained Portfolio Investment files to support NAV calculation, fund accounting, and audit requirements.
- Developed and maintained daily MIS reports to support internal management reviews, performance tracking, and decision-making.

MetLife GOSC | Senior Associate – Health Underwriting | Team: Statement of Health

June 2021 – June 2022

- Performed initial underwriting for Group Health Insurance applications, ensuring accurate risk assessment and eligibility checks.
- Ensured 100% accuracy of applicant data entered into internal systems and validated documentation to support underwriting decisions.
- Reviewed client account documentation for compliance with regulatory requirements and internal policies.
- Verified medical history of insured members using MIB & Rx History reports to support underwriting decisions.
- Coordinated and followed-up to ensure timely completion of medical and demographic verifications.

Genpact | Senior Process Associate – Business Banking | Client: National Australia Bank

July 2016 - June 2021

- Worked in post-approval Business Banking processes for National Australia Bank, including opening/closing of Home, Business, and Market Loan accounts, fund disbursement, and quality assurance.
- Conducted due diligence checks ensuring full compliance AML, KYC, FATCA, and CRS with regulatory requirements.
- Delivered floor support, training, and mentoring to new hires, improving team performance and onboarding efficiency.
- Performed quality reviews across process stages to ensure adherence to internal policies and service standards.
- Managed team leave calendar to maintain workforce planning and operational continuity
- Collaborated with leadership to enhance process accuracy, productivity, and operational controls.

EDUCATION

Master of Commerce (M.Com) – Business Administration

University of Rajasthan, Jaipur

2016 to 2018

Bachelor of Commerce | ST. WILFRED'S PG COLLEGE

University of Rajasthan, Jaipur

2013 to 2016

CERTIFICATIONS & AWARDS

- **Live Award (Genpact)** – Consistent performance recognition
- **ERP Award (Genpact)** – Recognized for enterprise behavior excellence
- **Bronze Award (Genpact)** – Winner for outstanding contributions
- **Silver Award (Genpact) 2017** - Winner for outstanding performance
- **Silver Award (Genpact) 2019** – Winner for outstanding performance
- **GST Workshop** – Participated at the national level

SKILLS & COMPETENCIES

- Operations & Process Management
- SLA & Quality Assurance
- Training, Mentoring & Team Support
- Data Accuracy & Audit Readiness
- MIS & Reporting (Advanced MS Excel)
- Banking, Insurance & Mortgage Operations
- Strong Organizational & Time Management Skills
- Detail-Oriented, Multitasking & Fast-Paced Environment Adaptability
- Independent & Team-Oriented Work Approach
- Quick Learner with High Adaptability

References are available on request.