

Janita John D'cunha

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CAREER OBJECTIVE:

Result – Oriented Subject Matter Expert (SME) skillful in managing and breaking down large volumes of information. Proactive at heading off issues in operations.

WORK EXPERIENCE

Guy Carpenter - Specialist - GC Client Support Service (UK) India – June 2024 – November 2024

Job Responsibilities :-

- Acted as an End-to-End Client Servicing Specialist for North America regions at Guy Carpenter.
- Managed claims processing by reviewing claim documents from U.S. clients, updating internal systems, and presenting to reinsurers.
- Addressed inquiries from reinsurers and clients to facilitate prompt settlement of funds.
- Applied a strong understanding of reinsurance principles, contracts, and market practices to handle complex claims.
- Set up reinsurance claims in the system, including slips and backup documents.
- Produce market – compliant documentation to support advisory processes, including payment collection from clients and underwriters.
- Leveraged expertise in systems like ECF (Electronic Claims File) and London IMR for claims processing.
- Took ownership of work queues and ensured proper handover to team/line manager in case of absence.

Willis Towers Watson – Insurance Advisor, Broking & Placement Support - July 2017 – June 2024

Job Responsibilities :-

- Worked on Client fee Retail Billing for international clients (complex clients), Invoicing for multiple clients within TAT.
- Review the service Hub form received from UK client service executive and verify all contents (checking email, Fee amount, dates, Tax , VAT, Brokerage, Payaways of any) and attachments if accurate.
- Trained and worked on Documents, Insurer data handling, Eclipse, Regions, Practices, Endorsements, and Business Stats handling for client's end to end service.
- Automation Project – Performed system analysis, documentation, testing, implementation, and user support for platform transitions and updations of reports on Microsoft Access Database for further analysis on Power BI.
- Cantasia Project – Prepared a script of the whole process in a way that would help new joiners in understanding the process with less complexities and that would result in less errors at the initial start of their work.
- Communicated with stakeholders on conference calls/ emails to provide them periodic updates and bridge any gap between their requirements and team deliverables.

- Allocating work to entire team on daily basis as per business need and ensuring there are no TAT misses on any urgent cases that is required before internal TAT's.
- Worked on cloud testing to load files and loaded files on a system called as Database where manual calculations becomes way easier and there are less chances of errors and that quality is met thoroughly.
- Liaising and coordinating with accounts team for any of their queries and resolving them on immediate basis also liaising with Capgemini teammates to get Database issues resolved so that files don't get stuck on system and we don't miss out on days to complete the targets.

CREDITS & CERTIFICATES:

- **I- applaud - 2023 – Nov – Appreciation From UK Client Service Executive** – Appreciation received from UK CSE for quick turnaround of billing complex client.
- **Spot Award - 2023 – Appreciation from UK handler - Invoice/Calculations for Jan-Apr2023** – UK client had asked for 5 months calculation to be done on month end handled it on priority worked on all 5 months files provided it to the client within 2 hours and no TAT misses for month end with 100% quality.
- **Invoices For Networks Forum Sponsorship (20 Clients) – Critical Clients** - These invoices were to be completed on an urgent basis for 20 clients with a TAT of 4 days processed all 20 invoices all by myself within 1 hour and got appreciated from the UK handlers and all 20 clients for being the fastest team member in turning around such critical invoices with no errors whatsoever.
- **Quality Spot Award – 2017** - For service delivery and business performance and completing maximum number of billings in a short span of time with 100%.
- Proficiency in M.S. Office Tools i.e. M.S. Word, PowerPoint, M.S. Excel, & data analysis skills.
- Outstanding verbal and written communication skills.
- Seeks opportunities to challenge self, other teams and caters to take accountability for own results.

KEY STRENGTHS

- Willing to take on new challenges and always has a positive approach to difficult situations, Co-operative, calm at work, willing to work smartly, Quick Learner.
- Builds relationships and communicates effectively to influence peers and others.

EDUCATIONAL DETAILS:

EXAM	INSTITUTE	PERCENTAGE	YEAR
T Y BCOM (SEM - 6)	K.B. College of Arts, Science & Commerce	71%	Apr-17
HSC	St. John's Junior College	72.46%	Feb-14
SSC	St. John The Baptist High School	69%	Mar-12

PERSONAL DETAILS

- Date Of Birth – 21st November
- Languages Known – English, Hindi, Turkish, Marathi, Konkani and Spanish(Basic)

