Mansi Maheshwari
Admin/Backend/Customer Service/Operations Management

Availability: Immediate
Visa Status: Visit Visa (Valid Until 15th January 2025)
Address: Dubai, UAE
Phone: +971 50 568 2511
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LinkedIn: linkedin.com/in/mansi-maheshwari-6434a6109
Nationality: Indian
Passport Number: T0583712
Date of Birth: 30th June 1997

Accomplished professional with over 7 years of expertise in Operations, Backend, Administration, and Customer Service across the Aviation, Insurance, and Healthcare sectors. Demonstrates proficiency in enhancing office administration, efficiently managing tasks in dynamic settings, and adeptly resolving customer concerns. Proven track record in training teams, multitasking, and contributing to cross-departmental projects. Aspiring to utilize my organizational, problem-solving, and leadership capabilities to drive organizational success.

Skills

Power BI	Client Relations Excellence
Teamwork & Collaboration Skills	Effective Multitasking Abilities
VIP Customer Service	Recordkeeping Proficiency
Multitasking & Organizational Skills	Exceptional Communication Skills
Records Management Proficiency	Process Training Facilitation
Microsoft Office Suite Mastery	Operational Analysis
Calendar Management Efficiency	Backend & Administrative Management Skills
Document Management Expertise	Proficient in Email Management

Career Growth

Genpact India Private Limited, Gurgaon   Mar, 2023 – Dec,2024
Operation Analyst (Process Developer)   (1Year, 8Months)

- Functioned as a closure FMI analyst, managing GE Healthcare data for MR and UL processes.
- Utilized platforms such as My Work Shop, Siebel America/International, Salesforce, Service Suit, GIB, and Service Max.
- Conducted data analysis to generate insightful reports for management evaluation.
- Ensured precise record-keeping to facilitate monitoring of processor activities and performance.
- Assessed and processed incoming documentation and materials.
- Executed regular audits of internal processes, pinpointing areas for enhancement and implementing targeted action plans.
- Demonstrated a rapid learning curve and adaptability to new environments.
- Excelled in both independent and collaborative team settings.
- Prioritized the secure management of sensitive customer information, effectively mitigating potential liability risks through proactive risk management.
- Engaged in continuous improvement initiatives aimed at eliminating non-value-added activities and reducing process variability.
- Optimized workflow processes through close collaboration with interdisciplinary healthcare teams.

Allianz Partners, Gurgaon, India   Nov, 2021 – Feb,2023
Assistant Coordinator (Customer Service)   (1Year, 3Months)

- Managed and coordinated information and data related to insurance procedures for GCC Non-Voice (US).
- Delivered training sessions on Process Knowledge, Documentation, Claims Closing, Data Entry, Indexing, Reviewing, and Non-Financial Changes.
- Processed insurance claims using PeopleSoft and Perceptive Content.
- Facilitated meetings and workshops to enhance internal collaboration and knowledge sharing.
- Prioritized tasks and resolved workflow issues to maintain strong relationships with customers and managers.
- Assessed operational practices to identify and implement system and procedure improvements.
- Utilized active listening and open-ended questioning to resolve issues, escalating significant problems to management.
- Efficiently managed and routed approximately 90 claims daily.

BWFS PVT LTD, Mumbai, India   Aug, 2019 – Mar, 2021
Passenger Service Executive (Flight Operations and Customer Service)   (1Year, 7Months)

- Managed ground operations for Vistara Airline at CSMIA Mumbai, overseeing check-in, arrivals, and boarding gates for both domestic and international flights.
- Specialized in handling international documentation for destinations including DXB, SHJ, SIN, CMB, and HKG, utilizing ALTEA systems.
- Facilitated regular team meetings to address issues, share updates, and discuss concerns.
- Implemented company policies and technical procedures to ensure data integrity, security, and compliance.
- Resolved complex customer and client issues, supporting lower-level staff to maintain high standards of customer service.
- Improved customer satisfaction by optimizing communication channels and reducing response times.
- Ensured adherence to industry regulations and maintained communication with regulatory authorities.
- Led change management initiatives to foster a culture of continuous improvement.

Ashish Travels, New Delhi, India   Dec, 2014 – Jun, 2018
BackOffice Executive (Admin, Operations Management)   (3Years, 6Months)

- Prepared customer invoices and managed itinerary and travel schedules for VIPs, including government officials from India.
- Utilized MS Office, Invest Well, and NSE for various tasks.
- Contributed to successful audits through meticulous record-keeping and detailed financial documentation.
- Developed and updated calendars for scheduling team and customer meetings.
- Enhanced interdepartmental communication via regular meetings, detailed reporting, and proactive project collaboration.
- Supervised clerical staff to align with overall strategic direction.
- Achieved high accuracy in data entry through attention to detail and regular quality checks.
- Maintained inventory for back-office supplies, computers, and workstations.
- Organized office operations, leading daily activities and managing correspondence.
- Streamlined back-office processes by implementing efficient document management systems and reducing manual tasks.
- Maintained strict confidentiality of sensitive company data by adhering to security protocols and access controls.
- Assessed special reports, summarized information, and identified trends to guide decision-making.
- Ordered office supplies and maintained supplier contacts in the database.
- Supervised order processing, tracking, and delivery of goods.
- Hired, trained, and onboarded new team members, conducting evaluations to enhance performance.

Education

Bachelor of Commerce   Jun, 2014 - May, 2017
Delhi University (DU)
10+2 CBSE (Commerce)   Apr, 2012 – Mar, 2014
SKV Govt School, Delhi

Certification

Skill India: Airline Ramp Executive
Henry Harvin Education: German A2 Language
Henry Harvin Education: German A1 Language

Languages Proficiency

Hindi: Native
English: Proficient
German: Beginner

Interest

Reading
Writing
Exploring

Declaration

I hereby declare that the information provided in this resume is true and accurate to the best of my knowledge and belief. I understand that any misrepresentation of facts may lead to the rejection of my application or termination of employment.

Signature