

RESHMA REMANAN

Ozhutharayil House Near Cochin Aryavaidhyasala Eroro po, Tripunithura Ernakulam 682306
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Objective

TO BE A SUCCESSFUL PROFESSIONAL IN A GLOBALLY RESPECTED COMPANY AND TO PUT MY CREATIVITY AND PASSION TO WORK FOR THE ORGANIZATION WHERE I CAN CONTINUOUSLY MAXIMIZE MY CAPABILITIES, SELF-DEVELOPMENT AND ALSO FURTHERING THE GROWTH OF THE INDUSTRY.

Experience

- EXL Services pvt Ltd** 15/11/2019 - 18/01/2021
Complaints and Appeals analyst (Aetna Health Insurance)
 - Review inquiries to determine if they meet definition of appeal/grievance.
 - Request and review all related relevant documentation and assemble case file.
 - Coordinate resolution results and relay investigate results with all involved parties.
 - Other duties as assigned or requested.
- NAAJCO MISTUBISHI PVT LTD** 01/01/2018 - 30/06/2018
Administrative Assistant
 - General clerical tasks such as drafting documents, filing, generating reports etc.
 - Maintaining files.
 - Greet and assist visitors.
 - Answering and directing phone calls to relevant staff.
 - Taking notes and minutes in meetings.
 - Data Entry
 - Billing

Education

- Master Of Computer Applications** 2017
SNGCE Kadayiruppu, Kolencherry
- Bsc Computer Science** 2014
SS College, Poothotta
- Higher Secondary** 2011
KPMHSS Poothotta
- Tenth** 2009
Sree Narayana Vidya Peetam Public School Tripunithura

Skills

- Team player Keen learner Hard Working Sociable

Projects

- **Aetna, CLIENT CVS Health Environment**
complaints greivences and Appelas -CG&A
(with skill versions)Tools -client based applications,microsoft office,c++,HTML,JAVA,MYSQL SGL
server,Outlook ,Windows,Linux & Android.

Reference

- Available on Request - ""
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