**PRERANA HEMCHANDRA SONAWANE**

Plot No. 349, Shree Samarth Krupa Apartment, House No.203 2ND Floor, ‘A’ Wing, Nerul Goan,Sector – 20, Nerul, Navi Mumbai.

**Mobile:** + 91 9702733391, **Email:** [prerana241@gmail.com](mailto:prerana241@gmail.com)

**Employment History**

**Accenture – 31st January 2019 till date**

Transaction Processing Representative (Content Moderator)

**Key Responsibilities**

* Review user reports regarding website content - reviewing user profiles, videos, and text-based content and investigating
* Understand Client Policies and Guidelines, according Make decisions according to the defined Policies and Procedures.
* Connect with the client for further clarification on critical content.
* Trend new team members on their OJT.
* Acted as backup to team lead – looked after rostering, weekly utilization and conducted quality assurances meeting.
* Tracking of team’s learning, internal survey status and employee performance file and shared with management.
* Perform data entry and research in various systems and tracking tools.
* Apply knowledge of processes and related systems to assist in identifying, assessing and resolving issues/problems.
* Assess and resolve on-standard and standard issues or problems. Seek advice and escalate issues when faced with tasks/problems outside the scope of the work.

**Achievement’s**: - I have received Accenture encore award for the period of Q1 & Q4 2023 for achieveing quality and achieving target.

**Sterling Talent Solution -5th June 2017 to 12th jan. 2018**

Specialist Criminal background check (US CRIM)

* Provide complete picture of a candidate’s criminal history to client as per their requirements
* Find Out All Possible major as well as minor crime records of applicant throughout different website
* Providing criminal records in the basis of :-

Felony & Misdemeanor criminal record

The current status or final outcome of each case

FCRA compliance with details reported responsibly per federal guidelines

**Accenture – 23rd July 2014 to 5th may 2017**

Transaction Processing Representative (Non-Voice)

**Key Responsibilities**

* Performed data entry for application forms submitted by members U65 years for dental and medical healthcare plans. Verifying data written on application form. Performed enrolment for U65 years for dental and medical healthcare plans and also cancel the plans as per their service request under “Obama healthcare” USA.
* Done member maintenance work such as nominee enrolment, name change request, notifying policy holder about policy duration and asking policy holder whether to renew or terminate.
* Done data verification such as policy holders name, service provider hospitals, and verified data of claim such as dieses name, treatment, claim amount, Duplicate claims after verifying data claims are paid, denied, pending as per company policies.
* Verifying Medical Insurance claims submitted by the Provider. After assessment we either Pay/Deny/Route/Withdraw the claims as per the steps mentioned in the Blue Source document
* The claims are of FEP (Federal Employee Program) which includes Medicare claims of patients over 65 years of age etc.

**W**e perform data entry for application forms submitted by members U65 years for dental and medical healthcare plans.

We perform enrolment for U65 years for dental and medical healthcare plans and also

cancel the plans as per their service request and we are also responsible for meeting client

KRA’s.

* **Special achievement**: - I received Sparkling Star Award in the month of November, for zero error and overachieving set target.

**AEON Credit Services India Pvt. Ltd.**

**Data Entry Operator.**

Key Responsibilities

* Data Entry of Forms Collected under AEON Easy EMI Applications.

**Education**

* **BA** Mumbai University (2010) with 39%
* **HSC** from Pune University (2005) with 55.84%
* **SSC** from Pune University (2003) with 35 %
* **Computer Literacy**
* MS-CIT
* D.T.P.

**Skills**

* MS Excel – Basic
* MS Power Point – Basic
* ENGLISH TYPING - 30 W.P.M.
* MARATHI TYPING - 30 W.P.M.

**Personal Particulars**

* **Date of Birth :** 24th January 1984
* **Nationality :** Indian
* **Place of Birth :** Mumbai, India.
* **Languages :** English, Hindi, Marathi

* **Marital Status :** Divorce

**Hobbies & Interest**

* Traveling, cooking
* Meeting new people I am confident in my work and if got a chance will perform well.
* **Declaration**
* I am confident about my ability to work in a team. I hereby that the information furnished above is true to the best of my knowledge.

**Place: Navi Mumbai**

**Date:**

**(Prerana H. Sonawane)**