

GAURAV SHAKYA

Senior Executive

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SUMMARY

I am a detail-oriented professional with extensive experience in dental insurance claims processing and internal auditing. My expertise lies in policy interpretation, regulatory compliance, and continuous process improvement. I am passionate about mentoring others and enhancing operational efficiency within my team. With strong analytical skills and a commitment to high-quality results, I thrive in dynamic environments and aim for excellence in every task.

KEY ACHIEVEMENTS

Extra Miler Award

Received "Extra Miler" award for consistently going beyond assigned responsibilities and exceeding expectations within the team.

Effective Idea Implementation

Implemented an idea to provide data driven tools and software to all the employees so that Every employee can learn Data driven skills.

Automated Reporting Process

Reduced daily report preparation time by 60% by automating the process reports using Excel VBA and Power Query.

Awarded For Best Performance

Received the Best Performer award for consistently exceeding production targets and maintaining high quality throughout the year 2024.

Audit Process Improvement

Implemented daily quality sessions with the team to track and control errors, and to provide the feedback for continuous improvement.

Quality Improvement

Provided daily feedback to the employees to reduce the errors and provided solutions.

EXPERIENCE

Senior Executive (Claims)

EXL Services Pvt. Ltd

Jan/2024 -Present (NSEZ Noida)

A company specializing in insurance services and claims processing

- Expertise in claims processing and adjudication for Dental insurance, including policy interpretation and policy benefit calculations
- Knowledge of HIPAA compliance and insurance regulatory requirements
- Skilled in case documentation and correspondence handling
- Handles escalations or complaints with professionalism
- Familiar with US work culture
- Ability to identify root causes and implement practical solutions
- Prepared and maintained daily production and quality reports to track process efficiency and team performance

Internal Auditor

EXL Services Pvt. Ltd

Jan/2024 -Present (NSEZ Noida)

A company specializing in insurance services and claims processing

- Proficient in daily internal audits to ensure risk assessment and reduce internal operational and financial errors
 - Strong understanding of internal control frameworks and compliance checklists
 - Skilled in reporting audit findings and recommending process improvements • Preparation of daily quality reports and visualization.
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Mentorship and Trainer

EXL Services Pvt. Ltd

Jan/2024 -Present (NSEZ Noida)

A company specializing in insurance services and claims processing

- Successfully trained new hires on claims adjudication, audit procedures, and tools/software navigation
- Mentoring junior employees to improve technical accuracy, productivity, and soft skills
- Efficient in knowledge transfer sessions and providing feedback on errors
- Providing knowledge to review images and dental SOPs and Manuals to the employees

EDUCATION

Bachelor of Arts

M. J. P. Rohilkhand University

June/2014 - June/2018 (Bareilly)

Intermediate

Uttar Pradesh Board of Education

Mar/2014 – April/2025 (Budaun)

LANGUAGES

•Hindi (Native)

•English (Advanced)

SKILLS

Technical Skills

•Management Information System

•VBA Automation

•Power Pivot

•Power Query

•Pivot Table

•Data Modelling

•Data Cleaning

•Data Visualization

•Data Analysis

•Excel Reporting

•Excel Dashboards

•MS Outlook

•MS Access

•RCA

Process Skills

•HIPPA Compliance

•Claims Processing

•Claims Adjudication

•Policy Benefit Calculations

•Auditing

•Escalation handling

•Team Handling

•Work Assignment

•Familiar With ADA Codes

INTERESTS

•Solving Rubik's Cube

•Learning Data Driven Skills

•Personal Diary Writing