

ANJALI SHIMAR

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WORK EXPERIENCE

Utkarsh Small Finance Bank (Deputy Manager IT)

July 2023 - Present

- Configured custom objects, fields, and relationships for LOS and PL requirements.
- Automated loan origination processes using validation rules, workflows, and process builder flows.
- Managed product lifecycle with approval processes and integration with Salesforce CPQ.
- Enhanced customer visibility through custom reports, dashboards, and Einstein Analytics.
- Ensured thorough testing and deployment following Salesforce best practices.

Sunlife Financial (Process Associate)

August 2018 - May 2022

- Process modifications to insurance policies, ensuring accuracy and compliance.
 - Provide excellent customer service, liaising with clients.
 - Maintain detailed documentation and records of policy amendments.
 - Identify and implement process improvements to enhance efficiency.
 - Conduct quality checks to ensure adherence to company standards and regulations.
 - Collaborate with cross-functional teams to facilitate policy servicing.
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EDUCATION

Master of Operational Research

Dec 2021-July 2023

Delhi University (68%)

Maths (Hons)

July 2014 - June 2017

Delhi University (68%)

Intermediate (Science)

May 2013- June 2014

Govt. Sen. Sec School, Haryana (84%)

Matriculation

May 2009 - June 2010

Govt. Sen. Sec School, Haryana (95%)

ADDITIONAL INFORMATION

- **Technical Skills:** Excel, SQL, Python
- **Languages:** English, Hindi
- **Certifications:** Udemy -SQL Certificate, Coursera -Python Certificate, Udemy-Salesforce Administrator
- **Awards/Activities:** Received the "Achiever's | Quarterly" Award for outstanding contributions in team, one Process Improvement Ideas with cost savings, created job aids which help us to improve work flow