

## Payal Bhaskar

Phone : 9821750585

Email : Payalbhasker2000@gmail.com

## SUMMARY

---

Results-driven Operations Management professional with over 3.4 years of experience driving efficiency and process improvements across diverse industries and regions. Proven track record in managing end-to-end operational workflows, optimizing resource allocation, and delivering high-impact solutions for clients. Skilled in cross-functional collaboration, client servicing, and performance analysis. Adept at adapting to dynamic business environments while maintaining a strong focus on quality, timelines, and continuous improvement.

## WORK EXPERIENCE

---

### Aon Pvt. LTD

Oct-2023 to Present

- Successfully worked with four multinational clients across diverse regions, including the Philippines, Vietnam, Japan, and Korea, adapting to varying business practices and cultural expectations.
- Led end-to-end management of medical claims analytics, including data collection, validation, processing, and insightful reporting to support client decision-making.
- Maintained comprehensive and accurate datasets for all clients, ensuring data integrity, consistency, and readiness for analysis and audits.
- Supervised and mentored a team of five members, overseeing day-to-day operations, task delegation, and performance evaluation to ensure timely and high-quality deliverables.
- Took full ownership of client accounts and financial data, managing all aspects from initial onboarding and data integration to final reporting and client communication.

### Vaco Binary Semantics LLP

April-2022 to Oct-2023

- Led and managed a team of four, overseeing daily operations, task distribution, and performance to ensure high-quality and timely project execution.
- Performed in-depth analysis of Google Ads to evaluate performance, effectiveness, and adherence to advertising standards.
- Utilized Microsoft Excel extensively for data management, tracking key metrics, maintaining structured records, and generating performance reports.
- Collaborated closely with Google's Ads Quality team to uphold and enforce high standards for ad content across various platforms.
- Conducted comprehensive reviews of advertisements to ensure full compliance with Google's advertising policies, quality guidelines, and industry best practices.

## PROJECTS

---

Project title - A study on analysis of customer satisfaction towards network services provide by MTNL

Company name - MTNL

Area of topic - sales and marketing

## EDUCATION

---

- 2023 – 2025 Master Of Business Administration (MBA) From Manipal University Jaipur.
- 2021-2022 Post - Graduation Diploma in (Digital marketing)
- 2018-2021 Bachelor of Business Administration (B.B.A from Bhagwan Parshuram Institute of Technology (GGSIPU).
- 2018 Higher Secondary School Certificate (HSC) from CBSE.
- 2016 Secondary School Certificate (SSC) from CBSE.

## ADDITIONAL INFORMATION

---

Languages- English and Hindi

Awards- Impromptu Award (2023)

### Key Skills-

- Operations Management
- Client Account Management
- Medical Claims Analytics
- Process Improvement
- Team Leadership & Mentoring
- Data Analysis & Reporting
- MS Excel (Intermediate)
- Google Ads Quality & Compliance