

Dr. Shipra Srivastava – Resume



Gold Medalist | L&D Specialist | Health Insurance Expert

Mobile: +91 8447419493 | Email: shipra_physiotherapist@outlook.com

LinkedIn: in.linkedin.com/pub/shipra-srivastava/62/915/375

Location: Delhi-NCR

Professional Summary

Dynamic and result-oriented professional with over 15+ years of diverse experience across Learning & Development, Product and Process Training, Medical Underwriting, and Claims Management. Highly skilled in adult learning methodologies, instructional design, leadership, and project management. Recognized for delivering high-impact training initiatives, driving operational excellence, and leading cross-functional projects. Adept at innovation, mentoring teams, and contributing to organizational growth through continuous capability development.

Career Timeline

Free Lance Trainer

Leadership Alchemist - Learning & Development | Mar'2026 – Present

Successfully delivered a 2-day training program for Top Leadership of an Aviation Company on Leadership Skills and Communication Skills.

Working and delivering on other projects as well.

HDFC Ergo General Insurance Company

Senior Manager – Learning & Development | Nov 2024 – Feb 2026

- Spearheading Learning & Development initiatives for a strategic business unit (SBU) across PAN India
- Designing and delivering high-impact training programs for employees, enhancing capabilities in product knowledge, customer service, compliance, and leadership skills
- Utilizing the ADDIE model and Kirkpatrick's Evaluation Model to ensure effective training outcomes and continuous improvement
- Driving digital learning initiatives and experiential learning interventions tailored to business needs
- Partnering with business leaders to align training strategies with organizational goals, ensuring measurable skill enhancement and productivity gains

Senior Manager – Product and Process Trainer | Apr 2020 – Oct 2024

- Conducted new joiner and floor training on product features, processes, and soft skills for multiple verticals
- Led content development and revision for training modules, aligning with IRDAI regulations and internal standards
- Performed pre-login underwriting for medical cases, ensuring high-quality audit results.
- Drove training innovation by incorporating adult learning principles and interactive learning techniques

Max Life Insurance Company

Deputy Manager – Medical Underwriting | Nov 2018 – Mar 2020

- Led technical and medical underwriting operations, branch query resolution, and managed critical projects
- **Conducted medical training** sessions across branches to build underwriting capability
- Played a pivotal role in claim investigations related to non-disclosure cases

Religare Health Insurance Company

Deputy Manager – Medical Underwriting | Oct 2015 – Oct 2018

- Managed a team responsible for underwriting and internal audits
- Led data-driven internal guideline modifications to enhance underwriting efficiency and risk management

Genpact India

Process Associate | Aug 2014 – Sep 2015

- Summarized medical records for property and casualty insurance claims for an offshore client, demonstrating attention to detail and efficiency

Max Life Insurance Company

Executive – Claims | Mar 2013 – Mar 2014

- Managed health and life insurance claims, focusing on fast and fair claims settlement.

Heal and Cure Physiotherapy Centre

Consultant Physiotherapist | Jun 2010 – Feb 2013

- Provided assessment, diagnosis, and personalized treatment plans for a wide range of patients

Education

- PG Diploma in Training and Development (Pursuing) – Indian Society of Training and Development (ISTD) | Aug 2022 – Apr2026
- Bachelor of Physiotherapy (BPT) – Chhatrapati Shahu Ji Maharaj University (Saaii College of Medical Science and Technology) | Aug 2005 – Apr 2010
Gold Medalist: Achieved the highest honors for 2nd, 3rd, and Final Year Professional Examinations. Secured an aggregate score of 77%.

Key Skills

- Learning & Development Strategy
- Product and Process Training
- Instructional Design (ADDIE Framework)
- Project Management and Execution
- Data Analysis and Decision Making
- Medical and Technical Underwriting
- Leadership and Team Mentoring
- Internal Audits and Compliance Management
- Communication and Interpersonal Skills
- Claims Management and Risk Assessment

Notable Achievements

- **Gold Medalist** for **three** consecutive **years** during bachelor's degree
- **Topped** in one paper "**Managing the Training Process**" during my **PG Diploma** in Training and Development course
- Successfully led the automation project for a new insurance product/plan, streamlining operations
- Reviewed and rectified policy wordings and brochures, ensuring compliance with IRDAI regulations and aligning product features for marketing and sales channels

- Played a key role in website content enhancement, ensuring accurate representation of products and services
- Winner of intra and inter-departmental debate competitions, recognized for communication and analytical skills
- Consistently maintained outstanding audit scores throughout career