

KESHAV JHUGROO

BILINGUAL DESIGNER & CLAIMS SPECIALIST

Toronto, ON | 647-834-4903 | keshav.jhugroo@gmail.com | jkeshav.com | linkedin.com/in/keshav-jhugroo-193339193

PROFESSIONAL SUMMARY

Bilingual creative professional (EN/FR) combining 2+ years of end-to-end insurance claims management with 4+ years of graphic design, UI/UX, and digital marketing expertise. Consistently delivered 90%+ client satisfaction scores in high-volume claims environments while building compelling visual identities and digital experiences for brands across Canada and Mauritius. Adept at bridging technical communication and visual storytelling. Eligible for Ontario Letter of Authority.

PROFESSIONAL EXPERIENCE

Bilingual Claims Service Representative

Oct 2023 – Nov 2025

ClaimsPro LP — SCM Insurance | Toronto, ON

- Managed full claims lifecycle — intake, setup, triage, and resolution — for property and auto insurance lines.
- Consistently achieved 90%+ call quality and client satisfaction scores through bilingual service in English and French.
- Evaluated auto and property policy coverages, explaining claim eligibility and decisions to clients and internal teams.
- Coordinated with contractors, vendors, and field adjusters to facilitate efficient and timely claim handling.
- Leveraged Guidewire ClaimCenter, XactAnalysis, AssistPlus, and MS Office Suite to manage claims workflows.
- Developed call-handling shortcuts that reduced average handle time and improved overall team efficiency.
- Applied active listening and strategic questioning to de-escalate conflicts and resolve client concerns calmly.
- Utilized AI tools including Microsoft Copilot to enhance documentation accuracy and processing speed.
- Ensured compliance with provincial insurance regulations and internal service-level agreements on all files.
- Handled claims for Allstate, Pembridge, and Pafco programs, applying carrier-specific coverage guidelines.

Freelance Graphic Designer

2021 – Present

Self-Employed | Toronto, ON

- Delivered brand identity, print collateral, and digital design solutions for clients across Canada and Mauritius.
- Designed social media content, corporate brochures, and marketing materials with a minimalist-modern aesthetic.
- Contributed pro bono design work for non-profit organizations to raise mission awareness through visual storytelling.
- Collaborated directly with clients to translate brand visions into compelling, audience-targeted graphics and campaigns.
- Applied AI-assisted design tools including Adobe Firefly to accelerate concept development and asset production.

Digital Marketing & Web Designer Intern

Mar 2024 – Apr 2024

Healing Connection Canada | Toronto, ON

- Redesigned and deployed the company website on Squarespace with custom HTML and CSS, aligned to brand standards.
- Managed social media accounts and proposed data-driven strategies to boost engagement, analytics, and brand visibility.
- Planned project deliverables using work-back scheduling, consistently meeting deadlines while maintaining quality.
- Ensured website content met AODA accessibility guidelines, improving inclusivity for all users.

Graphic Designer & AV Technician

Apr 2022 – Dec 2022

DP Audio | Quatre-Bornes, Mauritius

- Created visually compelling social media content and advertising materials that elevated the brand's digital presence.
- Orchestrated high-profile audiovisual events, earning client praise for flawless execution and seamless creative delivery.
- Streamlined event setup procedures, cutting preparation time by 20% and improving overall team efficiency.
- Mentored junior team members, fostering a culture of design excellence, accountability, and collaborative communication.
- Developed branded visual templates for recurring event promotions, reducing turnaround time on repeat campaigns.

Graphic Designer Intern

Oct 2021 – Nov 2021

Underdogs Studio | Quatre-Bornes, Mauritius

- Collaborated with senior designers on print materials, digital assets, and social media campaigns using Adobe Creative Suite.
- Delivered high-quality designs meeting or exceeding client expectations within tight turnaround timelines.
- Assisted in preparing files for print production, ensuring correct bleed, colour profiles, and resolution standards.

Web & Graphic Designer Intern

May 2021 – Sept 2021

Adbxo | Quatre-Bornes, Mauritius

- Gained proficiency in Adobe Photoshop, Illustrator, and InDesign through hands-on client project work.
- Contributed fresh creative ideas during design brainstorming sessions, infusing new perspectives into ongoing projects.

Videography Intern

Jan 2021 – Apr 2021

Epika | Quatre-Bornes, Mauritius

- Set up and operated cameras, lighting, and audio equipment for professional video shoots.
- Edited and enhanced raw footage using industry-standard software, producing polished final videos for client delivery.

Bilingual Customer Service Representative

Sept 2019 – Dec 2020

Intelcia – FNAC Campaign | Mauritius

- Handled high-volume inbound calls in English and French, resolving inquiries and escalating issues as needed.
- Consistently met or exceeded individual and team performance KPIs in a fast-paced call centre environment.
- Maintained accurate customer records and facilitated seamless inter-departmental coordination.
- Earned continuous commendation from management for exemplary bilingual communication skills.

CORE COMPETENCIES

- English & French — Full Professional Fluency
- Property & Auto Insurance Claims Handling
- Guidewire ClaimCenter, ARMs, XactAnalysis & AssistPlus
- Policy Coverage Evaluation & Documentation
- Conflict Resolution & Client De-escalation
- Adobe Creative Suite (Ps, Ai, Id, Ae, Pr)
- Figma (UI/UX Design & Prototyping)
- HTML5, CSS, JavaScript
- Brand Identity, UI/UX & Digital Design
- Typography, Layout & Visual Storytelling
- Social Media & Digital Marketing Strategy
- WordPress, Squarespace, Wix & Webflow
- VS Code, GitHub & Version Control
- AI Tools: Copilot, ChatGPT, Claude, Firefly
- AI Dev & No-Code: Lovable, Manus
- MS Office Suite, Teams & Webex

EDUCATION

Advertising & Graphic Design Diploma

Sept 2022 – Apr 2024

Humber College — Toronto, ON

Diploma in Graphic Design

Jan 2020 – Dec 2021

Curtin University — Mauritius

LICENCES & CERTIFICATIONS

- Eligible for Ontario Letter of Authority
- Chartered Insurance Professional (CIP) designation — interested in pursuing as next career development step

LANGUAGES

- English — Full Professional Fluency
- French — Full Professional Fluency

Portfolio: jakeshav.com/portfolio | References available upon request