**HARSHAL**

**E-Mail:** [harshal.17179@2freemail.com](mailto:harshal.17179@2freemail.com)

**Insurance Operations & Claims Settlement/ Administration and Facilities Management / Operations Management/ Sales & Services**

Targeting managerial level assignments in the above listed areas with an organization of high repute.

**PERSONAL DETAILS**

**Date of Birth:**  10th Jan1981

**Marital Status:** Married

**No. of Dependents:** One (4 years old son)

**Notice Period: Immediate Joining**

**Nationality:** Indian

**Driving License:** ( Indian Driving License )

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| **ACADEMIC DETAILS**   * **B.Com. from Mumbai University, Mumbai affiliated to Mumbai Board in 2006** * **12th from P.D. Turakhia Junior College of Commerce, Mumbai under Maharashtra Board in 1999** * **10th from St. Joseph High School, Mumbai under Maharashtra Board in 1997**   **IT SKILLS**   * **Applications**: MS-Office (Advanced ) * **DevelopingLanguages:** VB 6.0 (beginner) | **PROFILE SUMMARY**   * Competent professional with **nearly 8 years** of experience in **Insurance Claims** (5 Yrs Life Claims & 3 Yrs General Insurance Claims)**& After sales services, Process Enhancement, Operations Management and Team Management.** * Experience in effectively managing documents for streamlining systems to facilitate achievement of organizational objectives and ensure profitability of operations. * Proficient at Administration Management &providing value added customer service by resolving customer issues & ensuring their satisfaction. * Acknowledged for accuracy, productivity and quality of work in the organizations. * Patient listener with excellent communication, negotiation and strong abilities in analyzing and interpreting information. |

**SKILL SET**

Providing Quality Services Client Relationship Management Quality Assurance & Control

MIS & Documentation Feedback Management Compliance Management

Confidentiality and Data Security Risk Analysis Resolving Complaints

**ORGANIZATIONAL EXPERIENCE**

**From Jun’ 15 till Nov' 17 with Willis Towers Watson India Pvt. Ltd., Mumbai as Senior Associate**

**(US Reinsurance process)**

**Key result Areas**

* Preparing and reviewing billing statements and reports, and handling client or reinsurance company inquiries and providing feedback regarding particular inquiry.
* Conducting renewals of existing policies which are about to expire and informing the vendors regarding the same.
* Preparing Quotations of best 3 Carriers from financial markets and sending it to clients to help them choose the best suited Carrier, finding the best Carrier for the clients
* Preparing reports once the reply is received from client ensuring efficient delivery of quality output
* Reviewing and analyzing complex reinsurance administration tasks, including processing and tracking reinsurance claims, premium billing and payment, and reinsurance treaty review and maintenance
* Ensuring data quality and compliance.
* Participating in projects as required including data analysis and documentation

**From Jun’ 10 till Jun’ 15 with Capita India Offshore Services Pvt. Ltd., Mumbai as Senior Insurance Executive – Phoenix Group UK (Claims & Servicing)**

**Key Result Areas**

* Provided guidance to insurers in ascertaining genuineness of claim with support of documentary evidence as well as reporting fraudulent claims; interacting with clients for claim processing, verification and authentication.
* Worked on servicing of life insurance policies of UK customers; addressing customer queries such as explanation of policy conditions, negotiation on claim settlements, and so on
* Checked operational process documentation and suggesting improvement system wherever necessary; ensuring complete support to the alternate channel for their error free operations
* Monitored settlement of Pension and Retirement Claims as per company norms
* Prepared and issued Retirement Quotes and Forms for the policies near to maturity
* Coordinated with marketing and underwriting team to ensure growth
* Kept customer details maintained as requested
* Analyzed the type of work and allotting it to concerned queues
* Consulted actuaries to help calculate premiums in unusual cases and calculating the amount to be paid in case of occurrence of loss

**Highlight**

* Appreciated for processing work with better quality and productivity of work for several months by the supervisors and managers.

**From Dec’ 07 till May’ 10 with SERCO, as Senior Customer Executive (Data)**

*(Worked For Transunion (US Based Credit Reporting Co. as Back Office Operations)*

**Aug’ 06 - Dec’ 07 with Ocwen Financial Services Pvt. Ltd., Mumbai as Third Party Assurant Verification Executive**

*(Mortgage and Insurance Verification process – Back Office Operations)*

**CERTIFICATIONS**

* Cleared Government Commercial Certificate Examination (Typing Course) with a speed of minimum 30 Words Per Minute in 1997
* Completed Advanced Diploma in Computer Applications Course (ADS) from Aptech Education, Malad, West, Mumbai in 2003
* Passed the Certified Insurance Service Representative (CISR) Training Course conducted by National Alliance, United States.