**career objective**

* Looking for a challenging **middle management position** in suitable organisations particularly in **Insurance domain**, **Property** and **Casualty Insurance (reinsurance)** and **Claims** **Processing**.
* To **lead, develop, and influence teams** in the insurance vertical.
* To constantly **innovate solutions** that add value to my organization and its clients.

|  |  |  |  |
| --- | --- | --- | --- |
| **YEAR** | **COMPANY** | **ROLE** | **LOCATION** |
| Jul 2014 - Present | Tata AIA | Consultant Manager – Life Insurance | Bangalore |
| Feb 2011 – Jun 2014 | Sutherland Global Services | Sr. Analyst – Property & Casualty | Kochi |
| May 2006 – Apr 2010 | Aviva Global Services | Claims Analyst – Personal Injury | Bangalore |
| Nov 2003 – Jan 2006 | Convergys India Services | Customer Care Officer – Network Billing | Bangalore |
| Dec 2001 – Nov 2003 | CitiFinancial Retail Services | Sr. Financial Consultant – Personal Loans | Calicut |

**PROFESSIONAL SUMMARY**

**core competencies**

|  |  |  |
| --- | --- | --- |
| Business Transition | Team Management | Training & Mentoring |
| Business Analysis | Property and Casualty Insurance | Performance Management |

**WORK EXPERIENCE**

**ORGANIZATION:** **Tata AIA, Bangalore**

**ROLE:** Consultant Manager – Life Insurance

**DURATION:** July 2014 to Present

**KEY RESPONSIBILITIES:**

* Lead and manage a team of 20 members comprising of Business Advisors and Business Associates dealing with Life Insurance process.
* Drive, motivate, train and engage the team to ensure the team meets the monthly targets.
* Manage day-to-day operations ensuring business goals are met.
* Liaise with training team to make sure that adequate training is provided to the new recruits to gain the required process knowledge.
* Co-ordinate with sales team to make sure that the required sales target is met by the team.

**HIGHLIGHTS:**

* Consistently generating revenue of 20L month on month.
* Awarded Certificate for Exceptional Performance and Contribution to Tata AIA.

**ORGANIZATION:** **Sutherland Global Services, Kochi**

**ROLE:** Sr. Analyst (SME role) –Property & Casualty Insurance

**DURATION:** February 2011 to June 2014

**KEY RESPONSIBILITIES:**

* Successfully transitioned and stabilized underwriting support process from Argo International UK.
* Managing Underwriting Support team for Property & Casualty who process 9 classes of business including property, Cargo, Aviation etc.
* Weekly quality feedbacks, training them with process updates, preparing monthly error analysis report and providing feedback to the team based on the report.
* Eradicating repetitive errors in order to achieve high quality percentage levels of client requirement.

**ORGANIZATION:** **Aviva Global Services, Bangalore**

**ROLE:** Claims Analyst - Personal Injury Claims

**DURATION:** May 2006 to April 2010

**KEY RESPONSIBILITIES:**

* End to End processing of Personal Injury Claims, negotiate payments and establish liability for third party Personal Injury.
* Correspond with medical specialists, agents, police, medical professionals, witnesses, claimants and solicitors to compile information.
* Provide quality advice; investigate/settle claims in accordance with service standards.
* Pro-actively support the Team Manager in the achievement of the team and BU objectives.

**ORGANIZATION:** **Convergys India Services, Bangalore**

**ROLE:** Customer Care Officer - Microsoft Network Billing

**DURATION:** November 2003 to January 2006

**KEY RESPONSIBILITIES:**

* Resolving billing queries of US customers.
* Monitoring new batches on their process knowledge.
* Identify risky profiles and abnormal usage through fraud management system.

**ORGANIZATION:** **CitiFinancial Retail Services India Pvt. Ltd., Calicut**

**ROLE:** Sr. Financial Consultant – Personal Loans

**DURATION:** December 2001 to November 2003

**KEY RESPONSIBILITIES:**

* Managing a team of 10 members, generating revenue, and handling complaints on disbursement of personal loans.

**academic qualificationS**

|  |  |  |  |
| --- | --- | --- | --- |
| **YEAR** | **COURSE** | **GRADE/CLASS** | **INSTITUTION** |
| 2014 | MBA - Insurance & Investments | B + | EIMSR, New Delhi |
| 1993 | BA - English Literature | 56% | Osmania University, Hyderabad |
| 1989 | PUC | 57% | Zamorin’s Guruvayurappan College, Calicut |
| 1987 | SSLC | 56% | NSS High School, Calicut |

**PERSONAL SUMMARY**

* Date of Birth: 31stOctober, 1971
* Nationality: Indian
* Languages Known: English, Malayalam, Hindi, Kannada and Tamil



**Gulfjobseeker.com CV No:** **1491600**