

**ROY**



**Professional Summary:**

Insurance Coordinator with 8 years of total experience with 6 years of relevant experience in Health Insurance sector and 2 years of experience as a nursing professional.

**Work Experience:**

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| ***ICICI Lombard General Insurance Company, Hyderabad*** | ***September 2010 – April 2014*** |
| *Customer Service Manager (CSM)* |  |

* **Job Responsibilities:**
* Maintaining a methodical inventory database of claims raised.

Conducting a detailed analysis of claim documents for finding discrepancies in enrolment and employee details.

* Developing cross checks to ensure accuracy in processing
* Conducting training sessions for claims adjusters to empower them in following proper protocols.
* Reviewing insurance policy terms in order to determine whether a particular condition is covered under the policy
* Verifying and analyzing data used in settling claims to ensure that claims are valid and that settlements are made according to company practices and procedures.
* Investigating, evaluating and settling claims, applying technical knowledge and human relation skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio.
* Referring doubtful, complex or high-value claims to a claims manager and ensuring that customer problems are resolved.
* Conferring with customers by telephone or in person in order to provide information about products and services, or to obtain details of complaints.
* Obtaining and examining all relevant information in order to assess validity of complaints. Contacting customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Keeping records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
* Referring unresolved customer grievances to designated departments for further investigation.
* Resolving complex, severe exposure claims, using high service oriented file handling.
* Paying and processing claims within designated authority level.
* Preparing reports to be submitted to company's data processing department.
* Developing timely reports to find out overpayments, underpayments, and other irregularities.

***Ramayyas Urology Nephrology Services Pvt Ltd., Hyderabad*** ***September 2007 – September 2010***

*Physician Assistant /Staff Nurse*

 **Job Responsibilities:**

o Assisting Doctors in clinic and wards.

o Pre and post-operative patient care.

o Insurance Coordination

o Billing Clearance

o Patient Counseling

1. Was awarded the certificate by the Urologist Dr.Naveenchandra Acharya as a gesture of appreciation.
2. Procedures Performed: Penile implant activation, Intracavernosal Injection, Nocturnal Penile Tumescence and Rigidity (NPTR), Urinary catheterization, Cannulation, Vacuum erection device etc.

**Accountancy Skills**

Tally erp

Focus

**Membership:**

Dubai Volunteering Centre

Karnataka Nursing Council

**Academics:**

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| **Course** | **College/University** | **Class &** |  |
| **Year of Passing** |  |
|  |  |  |
| MBA | Bharathiyar University | Pursuing. |  |
| Hospital Administration | Coimbatore |  |  |
| B.Com | SHOBIT University Delhi | First Class (2013) |  |
|  |  |  |  |
| General Nursing and | PRAYAVI School Of Nursing | First Class(2007) |  |
| Midwifery(GNM) | Bidar, Karnataka India |  |  |
| Plus Two | Kerala State Board | First Class (2002) |  |
|  |  |  |  |
| SSLC | Kerala State Board | Distinction (2000) |  |
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| **Personal Details:** |  |  |
| Date of Birth | : 18 -09 -1984 | |
| **Visa Status** | **: Employment Visa** | |
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