# Curriculum Vitae



**Tom**

Abu Dhabi, United Arab Emirates

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**Visa Status: Visit Visa**

**Career Objective**

To obtain a position of responsibilities that utilizes my skills and experience to meet company goals and objective with full integrity and zest.

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| **Professional Abridgement – MBA (Finance) with 12 years of Experience**   1. **1 year 1month (Oct’15 – Nov’2016)** - **Willis Towers Watson, Mumbai** - Senior Associate - Operations. 2. **7 years (Oct’-08 - Sept’2015)** - **CAPITA Offshore India Pvt. Ltd**., **Mumbai** - Senior Insurance Processor Executive - Operations. . 3. **9 months (Dec’07 to Aug’08)** - **ICICI Bank Ltd, Mumbai** - HR Officer – Operations. 4. **2 years 6 months (April05-Oct’2007*)*** - **Reliance Info-stream, Mumbai** - Customer Interactive Executive - Operations.  Educational - Achievements  * **MBA (Finance)** – University of Mumbai, India. * B.com. (Computers) – Osmania University, India. * Advanced Diploma in Software Technology (ADST) - ECIT-Electronic Corporation of Information Technology, Hyderabad, India. |

**Work Experience**

1. **Willis Towers Watson – (Oct’15-Nov’16)-Senior Associate - Operations**

Work Profile

* Pull reports on a monthly and/or quarterly basis from the insurance carriers’ websites, to populate dashboard reports in the Microsoft Excel templates and other applicable client-facing reports.
* Produce print ready dashboards reports that show the past, present and future financial impact of Medical, prescriptions and dental plans.
* Research to provide updates and escalations for client requests
* Set up new clients in the standard templates.
* Identify out-of-scope support issues and escalate as appropriate
* Frequent co-ordination with clients and generating the reports based on their requirements. Analysis of client reports and Attention to details.

1. **Capita India Private Ltd.- (Oct’08-Sept’15)-Senior Process Executive - Operations**

Work Profile

* + Calculating the retirement stage values and processing the policy values under Maturity, Death and surrendered stages and creating the projected values.
  + Conduct quality audit of cases processed by Team Members.
  + Giving process training to the new joiners and briefing the current updates on policies to the team members.
  + Identify internal case process breaches and resolve within the stipulated time scale. Reporting the same to the concern processor and giving relevant feedback to the team members.
  + Appointing power of attorney and validating the credential documents.
  + Maintaining the reports on daily performances of the team members on their quality and productivity
  + Authorizing refund amounts to policyholders for the advance premiums paid by them and other accrued balances in account. Changing the policyholder’s data and amending any alterations as per client’s request.
  + Maintaining TCF (Treating customers fairly), Anti-Money laundering, Data Protection and Information security of customers Data.

1. **ICICI Bank Ltd.- (Dec’07-Sept’08) - HR Officer-Operations**

Work Profile

* Handling complete HR-Corporate reimbursement, Medical and Vendor payments of ICICI corporate division for branches pan India.
* Verification of credentials of new recruits.
* Taking part in HR planning and implementation of new policies.
* Processing the reimbursement claims raised under Medical, Travel, Transportation and Hotel bills by all employees across pan India.
* Calculating and processing the Notice Pay claims raised by employees of grade AM II and above as per Bank Policy.
* Processing the Interview expenses incurred by candidates during attending Interviews.
* Generating Employee IDs, Signature Allotment and Verification.
* Completing Joining formalities.

1. **Reliance Info-stream Pvt. Ltd.- (Aprl’05 - Oct’07) - Senior Customer Interactive Executive – Operations**

Work Profile

* Corporate client management and troubleshooting for various products/services of Reliance Info-stream.
* Data management and report generation.
* Handling Corporate Customers of Reliance Infostream across pan India.
* Checking, verifying and handling disputes related with billing issues.
* Complete authority for reconnection and blocking of various Value Added Services.
* Giving training and updates on daily basis of services to Subordinates.
* Creating daily reports, maintaining floor supervision.

1. **Fabrik Tech India Pvt. Ltd. – (Dec’03 – Jan’05) - Accounts assistant - Operations**

# Work Achievements:

* Settled uncleared reimbursement bills of I-Bank employees.
* Settled all Vendors and Panel Hospital bills
* Attended the Audit section under financial yr. 07-08.
* Rewarded as Best Quality champion and All Rounder in Reliance Info-stream.

# Key Skills: Operations Management, Computer Applications, Accounting and Administration, claim Processing, Banking and Finance, Team Management, Customer Service, Risk Management, Quality control.

**Educational Qualifications:**

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| Degree / Diploma | College/ School | Specialization/ Board | Year of Completion | Score/ Percentage of marks |
| MFM – Finance (MBA) | Guru Nanak Institute of Management studies, Matunga, Mumbai | Finance / Mumbai university | 2016 | Passed with 1st Division |
| B-Com-Computers | NRM Degree College, Hyderabad | Commerce/ Osmania University | 2003 | 56% |
| Advanced Diploma in Software Technology | Electronic Corporation of India Ltd. From Hyderabad. | C, C.++, MS Office,  Java, Visual Basic, Linux | 2002 | 62% |

**Personal Details:**

Date of Birth : 14th October 1979

Languages Known : English, Hindi, Malayalam, Tamil and Punjabi

Marital Status : Single

**Passport Details:**

Date of issue: 02/06/2009

Date of Expiry: 01/06/2019

Date:

Place: Abu Dhabi  **(Tom)**