****NASNEEM

 Fraud Coordinator

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| | nasneem.356697@2freemail.com |  |

 **Total Years of Experience : 6 years and 2 months**

 2 years and 2 months in Home owners Insurance

4 years in Motor Insurance

# Profile

To apply my skills towards positions offering new challenges and responsibilities with ultimate career advancement. I would like to achieve a career-oriented job, make use of my skills, and grow professionally.

# skill set

* Team Leadership Qualities and Training skills.
* Problem-solving and analytical skills.
* Sound understanding of Underwriting concepts and health and marine insurance.
* Understanding of Card Fraud and terminology like Skimming, Identity theft and Phishing.
* Adapts to change in role and processes in a positive way.
* Able to multitask, deliver under tight schedules, prioritisation, organisational and time management skills.
* Maintains high levels of confidentiality and adhere to data protection act.
* Individual decision-making skills.
* Observant with an eye for detail.
* Strong interpersonal skill, written and verbal communication skills.

# EXPERIENCE

Fraud Coordinator

(December 2014 – November 2016)

Allianz, Techno park, Trivandrum, India

***General Responsibilities as a Fraud Coordinator:***

* Receive and review documentation, electronic data, voice and video evidence associated with allegations of fraud in order to identify fraud.
* Report compliance activities to the relevant department.
* Assess the Fraud referral, perform background checks and database searches like Cue/Cache, Miaftr, Audatex, SIRA etc and make the decision to investigate the claim further.
* Interact with customers and provide timely and accurate delivery of services.
* Maintain an accurate and up to date spreadsheet of all Fraud referrals and maintain MI data.
* Provide regular feedback and training on fraud to prevent loss from fraudulent claims.
* Conduct campaigns in order to promote awareness.
* Handle customer complaints, resolve and track the same.
* Generates weekly and monthly reports to the management team.
* Handle money-laundering cases.
* Customer identification procedures (KYC) to be carried out using databases.
* Recognises circumstances requiring further investigation e.g. potential fraud, non-disclosure, and misrepresentation. Identify fraud from underwriting stage until the claim is settled.
* Knowledge about endorsement, excess, occupation and its importance in underwriting.
* Understands and complies with litigation and pre-litigation protocols and procedures.

Claims Handler

(November 2012 – November 2014)

Allianz, Techno park, Trivandrum, India

***General Responsibilities as a Claims Handler (Motor):***

* Ensure that all required service level and quality requirements are met.
* Identify opportunities to improve and add value to services and products by implementing ideas.
* Handle Incoming telephone calls and make outbound calls, setting up claims, dealing with claims and customer requests.
* Adhere to cut-off times and deadlines.
* Action new claims on Coronet system on day of receipt, validating cover, liaising with underwriters where necessary, and ensuring application of appropriate clauses, endorsements, conditions etc.
* Ensure claims are correctly reserved, paid and settled in accordance with settlement guidelines and application of policy limits and excesses.
* Participate in the audit processes contributing to the development of individuals and teams and the achievement of the Claims Handling Centre and Team targets.
* Review invoices and estimates and make appropriate payments without any delay.
* Deals with several blame codes e.g.: DRI, NOP, TPU, ADPI, ADCH, TPI, TPA, and BTA.

Senior Consultant

(September 2010 - November 2012)

Sutherland Global Services, Cochin, India

***General Responsibilities as a Senior Consultant***

* Responsible for reviewing documents of loan origination file such as homeowners insurance.
* Interacting with clients regarding queries on review of documents.
* Make back-to-back calls based on document review.
* Getting in touch with third parties to follow on documentation requirement.
* Responsible for maintaining SL’s (Service Level) on a daily basis.

# Education

2005 – 2008 B.Sc. in Fashion Designing from Mangalore, Karnataka

# ACHIEVEMENTS & TRAINING COURSES COURSE

Achievements in Allianz

Starlet, Allianz Champion Employee, Highflier Awards and Medal winner for the Best Performer Category of 2015.

Achievements in Sutherland Global Services

Star Performer Awards, 100% Quality Awards, Perfect Attendance Award and Top Performer Award.

Training Courses Attended in Allianz

* OPEX Yellow Belt Trained
* Excellence in Claims (EIC) Data Protection Act - Certified
* Excellence in Claims (EIC) Customer Service - Certified
* Excellence in Claims (EIC) Motor Level 1 - Certified
* Excellence in Claims (EIC) Fraud Level 1 - Certified
* Basics of Insurance - Certified
* PowerPoint Basics, Presentation Skills, Excel Basics
* BMW Foundation level and Motor Foundation Level of Retail Underwriting Academy
* Certificate of General Insurance
* Advanced Certificate of General Insurance
* Mortgage Banking Primer in Association with Campus MBA (Mortgage Bankers Association)

# personal details

Date of Birth : 15-07-1986

Marital Status : Married

Languages Known : English, Hindi, Malayalam & Tamil

Visa Status : Visit Visa

Availability : Immediately