**Dileep**

[**Dileep.364722@2freemail.com**](mailto:Dileep.364722@2freemail.com)

**Admin Officer**

**SUMMERY**

Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic. with +4years of administrative experience in a sensitive corporate environment, proficient at building and maintaining professional relationships and complimented by proven skill to significantly enhance corporate objectives by utilizing the following areas of expertise:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|          **Operations Management** | |         **Customer service** | | |
|          **Insurance administration** | |         **Training/Instruction** | |  |
|          **Claims Management** |  |         **Accounting** |  |  |

**Experience**

**Admin Officer**

at Capital Insurance brokers LLC

**Location:** Doha, Qatar

**Company Industry:** Insurance

**Job Role:** Administration /Accounting/Banking/Finance

April 2016 – Present

* Supervise customer services and respond to customer inquiries.
* Monitoring customers’ outstanding premium and follow-up.
* Credit control and chasing debt.
* Reconcile the accounts payables & receivables.
* Assist with preparation of the budget.
* Ensure transactions are properly recorded and entered into Master database.
* Review payroll reports
* Prepare Invoices and maintain records.
* Managing Insurance claim departments and maintain records.
* Coordinate with all insurance companies to getting quotation.

**Customer Services Officer**

at Capital Insurance brokers LLC

**Location:** Doha, Qatar

**Company Industry:** Insurance

**Job Role:** Customer Service

October 2014 – March 2016

* Understand customer requirements so as to provide appropriate clarifications and solution.
* Route and direct customer requests to appropriate personnel.
* Schedule both local and long distance customer deliveries.
* Maintain broad knowledge of Insurance products and services.
* Deliver prompt and professional solutions for customer inquiries via direct contact and email.
* Send policy renewal to the client.
* Preparation of Invoice.
* Issuing Motor Policies & Keep records.
* Track customer claims to ensure claims are resolved timely.
* Keep records of all claim Cheque.
* Participate in meetings and activities held by Insurance companies to improve customer satisfaction and business performance.
* Maintain and update customer documentation as needed.

**Administrative/HR Assistant**

at Deema Engineering & Trading Co.W.L.L

**Location:** Al khor, Qatar

**Company Industry:** Construction/Civil Engineering

**Job Role:** Accounting/Banking/Finance

February 2014 - September 2014

* Responsible for maintaining accounting ledgers and performed account reconciliation.
* Responsible for expenditure and collection transactions.
* Handling payroll of employees.
* Avoiding outstanding expenses and managing the petty cash.
* Maintaining track record of company’s expenses.
* Maintaining records of payment information.
* Handling ledger accounts and keeping the check for any invoices or payments.
* Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.
* Plan human resource requirements in coordination various functional and operation heads.
* Maintain all employees service records from joining to leaving formalities.

**Coordinator**

at Educomp Solution Ltd

**Location:** India

**Company Industry:** Information Technology

**Job Role:** Education/Training

December 2012 - January 2014

* To ensure successful absorption of benefits of the smart class program for the students, teachers and school management.
* Ensure smooth implementation of the smart class program inside the school.
* Providing training to all teachers to work with the smart class program.
* Ensure all relevant smart class content is showcased as per their syllabus.
* Ensuring all the reports/documents is maintained accurately.
* On a fortnightly basis detailed content and hardware report is to be sent to the respective ASG Manager.
* Attend all re-skill programs organized by the ASG team as per the needs of the smartclass program.

**System Executive**

at Zenith software ltd

**Location:** India

**Company Industry:** Information Technology

**Job Role:** Support Services

June 2011 - October 2011

* Software support in Finacle software (Banking software)
* Core Banking Solutions (C B S)
* Worked on FINACLE, a complete core banking software developed by Infosys.
* In the process of achieving the project goal in various financial institutions across the country, had the opportunity to understand, analyze and implement various banking concepts and had an enhanced real time problem solving ability, as per the vast needs of the variety of customers.

|  |
| --- |
| **Educational Qualifications:**   * MBA-HR from Bharathiar University, India * B.com from Calicut University, Government of Kerala, India |
| **Computer Skills:**   * Diploma In Hardware And Networking * M.C.I.T.P **(Microsoft Certified IT Professional)** * C.C.N.A **(Cisco Certified)** * MS office Packages (Word, Excel, PowerPoint, Outlook Mail)   **Languages Known:**   * English, Hindi, Malayalam and Tamil.   **Personal Details:**  Date of Birth : 11th May 1990  Nationality : Indian  Marital status : Single |

**DECLARATION**

I hereby affirm that the data and information provided above are true and correct to the best of my knowledge.