Santhosh

**Summary**

**Dedicated insurance professional with a total of Nine years of experience, An expert in analysing and providing solutions to new business quotaions, registering surevey requests, Renewing and Cancellation of policies initiated by clients all over the UK. Have been efficiently managing multiple sub-projects within the team to the best of customer satisfaction. Intend to build a career as a Insurance Underwriter.**

**Underwriting Assistant**

**AXA Business Services Pvt Ltd**, Bangalore

Aug 2006 to April 4th 2016

**Responsibilities:**

* Responsible for processing Property and Casuality (Motor and non-motor ) policies endorsements, reinstating and cancelling policies, processing new business, and reviewing applications. Issuing of Quote,
* Analyze and process complex new business/renewals/endorsements/cancellations/audits.
* Notify Underwriters of problems with policies and request information from the Agents.
* Provide support in areas of underwriting operations and procedures.
* Training to rate quotes for various products in property and casualty insurance.
* Contribute to effective generation of ideas & goals.
* Order and screen miscellaneous reports needed in the rating and underwriting processes, such as loss history reports, etc.
* Trainee support specialists.
* Communicated with independent agents, insured’s, and insurance carriers.
* Endorsed or cancel insurance policies as requested by agents or insured’s.
* Field of expertise includes analyzing the request received from Brokers/Underwriters, Quality check/Modify the transactions as per the standards. I was Titled Operations Specialist, but fully trained as to manage day to day Workflow, Quality Audits.
* Managed the team of 20 in the absence of process leader for 6 months.
* Planning training and facilitate process  training.
* Communication with customer regarding process progress, requirements and updates.
* Feedback to the team members on their performance and areas of development.
* Generating Reports for customer and internally.
* Do analysis on performance and work on areas of improvement for both people and process.
* Responding to customer queries through telephonic conversations and emails.
* Conduct team meetings and brain storming session.
* Give presentations to the team on team performance and process updates.
* Conduct employee engagement activities as a part of team motivation.

**Projects Handled**

**Process migrations :**

Have handled process migration from UK, on survey requests, handled solely and brought to BAU within span of 3 months and expanded the team size to 4.Survey requests are issued by the underwriters to do survey on the premises before Inception of the policy or at the renewal of the policy. Process was more on registering the survey on the tool. Request sent/ issued by the Underwriter. The project included creating of process documents, Quality Audit Cribs which was created before the signing off and it was duly approved by the Client.

**Co- Location Training**

Training of New business quotation process to newly formed team in Puna , India. It was Net meeting training for about 3 people and training was for 3 months and successfully completed the training and the new team formed with the all the formalities, and the team has grown from 3 people to 10 .This team was formed for the functioning of the work during the BCP scenario. But the team has been functioning as BAU.

**Education**

* Master of Arts in Sociology from Christ College, Bangalore University,

Percentage **60.00 % -** Passed out in 2006

* Bachelor of Artsin Economics, Political Science, Sociology (Triple main system) from Christ College, Bangalore. Bangalore University. Percentage **59.00 % -** Passed out in 2004.
* PUC (HESP) from Christ College,Karnataka State PU Board, Bnagalore.

Percentage: **55.83 %**

* Class 10 from Christha Vidyalaya High School, Bangalore,Karnataka.

Percentage: **59.33%**

**Additional Information**

* Computer skills- Microsoft Excel, Word and power point.
* Good typing speed.
* Strong analytical and professional skills.
* Strong time consciousness and punctuality.
* Highly energetic, self-motivated, ambitious and an excellent team player.
* Self-starter and highly motivated with the proven ability to learn quickly.
* Organized, precise, diligent and detail-oriented.
* Proficient communication skills and excellent computer skills.
* Excellent interpersonal skills with the ability to resolve problems effectively.
* Willingness to learn.

**Personal Information**

**DOB** : 29/05/1984

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