**Salman**

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Date of birth: 29th January 1992

Citizenship: Indian

Gender: Male

Languages: English, Hindi

Marital Status: Unmarried

**Career Objective**

To be a part of an Organization, with the use of my knowledge, skills & expertise, wherein I will get to explore my talent, to get higher responsibility and play a vital role in the growth and success of the Organization.

**Education (Starting with the recent)**

**Bachelors in Banking and Insurance June 2012**

Mumbai University

Major: Financial Market

**Work Experience (Starting with the recent)**

* **Jardine Lloyd Thompson India** (Lloyds Insurance Brokers – Headquartered in London)  
  Designation: Re-Insurance Claims Specialist (August 2014 – March 2017)

Job responsibilities:

* Handling End to End claims , right from advising the reinsurers to making the Payment.
* Handling team of 6 people for recording new business enquiries with assisting the Account handler in quotations for the client by verifying the producing broker details
* Handling queries and escalations
* Also handled portfolio of clients like Oman Insurance , Swiss Re , Qatar Re, Munich Re etc.
* Following up with client via calls and emails if there are any queries from their end.
* Report generation and data analysis for process improvement and streamline
* Analyze Loss Adjusters reports and promptly contacting insured/claimants..
* Preparing Policy document, preparing endorsements and preparing invoices
* Preparing Premium advisory notes and Claims Bordereaux.
* Policy renewals processing by creating renewal slips considering the conditions and warranties in the expiring policy and follow up for retention with record maintenance
* As an Insurance broker I am keen to learn in place business for the company with my expertise
* Working on proportional and non proportional treaty.(Facultative Business specifically)
* Special skills in calculating claims ,Aggregate claims and Reinstatement premiums.
* Main focus is Providing 100% quality work and client satisfaction

Accomplishments:

* Handled client portfolio Bacalla and Shoop with its Run off business for which I was appreciated by the Claims Head of Bacalla and Shoop for clearing its accounts before the financial year end by giving in extra hours at work

Leadership:

* Processed all claims related activities with Bordereaux submissions in absence of Account Handler in the London office
* Trained new joiners in the team and helped them settle in the process and mentored them until competent on processing
* Trained and mentored peers and seniors for new migrated work
* **Kotak Life Insurance Pvt. Ltd.** (Indian Insurance Company)  
  Designation: Executive Level 1 (August 2012 – June 2014)

Job Profile:

* Providing end to end resolution to customers query through voice.
* Also providing resolution to customers for claims query via Email.
* Handling escalations for claims of clients by coordinating with internal and external employees

Accomplishments:

* Proactive completion of given accounts verification with quality
* Appreciation received directly from the customer regarding assistance for claims payment release on urgent basis.

Leadership:

* Assisted peers in solving issues of the customer and helped by taking over the customer to understand the details regarding claims.

**Achievements (Starting with the recent)**

* **Received** Spot award for the month of July 2016 at JLT, conducting Knowledge enhancement trainings which helped to minimise the gap and increase team productivity saving time with regards to peer assistance
* **Received** reward and recognition at JLT for Value Ambassador of the Month for March 2016 at JLT, handling work volumes and mentoring new joiners with maintaining self-performance
* **Received**  Quarterly awards amongst top 5 in the organization for the Quarter Jan 2015 to March 2015 for clearing accounts for the client.(Bacalla & Shoop)
* **Received** recognition as Best presenter for the presentation given during the academics for degree in Bachelor of Baking and Insurance.
* **Received** certificate for organizing seminar for career in Banking and Insurance for student all over Mumbai in Banking and Insurance. ( 800 students attended seminar)

**Skills**

* Leadership
* Analytical
* Eye for detail
* Quality Focus
* Prioritization
* Targeting Deadlines
* Team player
* Innovative
* Self-motivated
* Rigorous and Agile
* Fast Learner and eager to learn new things

**Hobbies and Interests**

* Hobbies: Playing Piano , Learning Music , Gymnastics
* Interest: Researching on things that people are unaware about.