

Resume

Neeraj

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Objective

To secure an appropriate position, this will provide growth opportunities with effective utilization of my skills and experiences also the opportunity to learn more in professional Atmosphere.

Professional Synopsis:

- A professional with 6 year of experience in working as Operation and Process Associates.
- Experience in manual Data Processing through Excel as per the work standards.
- Good experience with online data updating and verification.
- Involved in Client Communication to resolve their problems thru CRM & BQRM.
- Share MIS report as per all senior management and all vendors with high accuracy.

Experience

Company	Designation	Duration
Care Health Insurance Ltd.	Executive	Jun 2017 to Till now
Apollo Munich Health Insurance Co. Ltd	Branch Executive	Sep 2016 to Mar 2017 (Contractual)

Skill Set/Technology	Proficiency Level
Exiums, Propero and CRM, BQRM, Oracle	Advanced
MS-office (word, Excel, PPT, Interned)	Advanced

Care Health Insurance Ltd. (Jun 2017 - till date)

- Department – Business Process / Operation
- Designation – Executive
- Location – HO - Gurugram

Key Responsibilities in the profiles above :

- **Partner Payout** - Preparation the partner payout according to SLA.
- **Vendor Onboarding** - During onboarding the Vendor collecting the documents from vendor such as basic business details, Pricing, Service's, Rates, Supporting etc. Assessing vendor compliance and potential risks and Getting vendors set up to use your workflows processes, tools etc. for fulfilling orders, Invoicing & Payments.
- **Processing of Invoice** – Checking and verifying which nature of service invoices have been raised and their supporting checks before processing the invoice to Finance team.

- **Coordinate** between Sales Team, Respective head's and Vendor for expediting for agreement and invoicing.
- **Process Management in policy issuance, printing and dispatch management**
 - Business review Dashboard on daily basis
 - Prepare MIS Dashboard for performance analysis and timely generation monthly MIS management decision making.
 - Analyze rejection cases MIS & provide the same to HOD.
 - Policy issuance MIS share with HOD.
 - Policy printing MIS.
 - Dispatch MIS share with HOD.
 - Printing and hold case share with IT and concern team.
 - Implement and analysis date to create daily, weekly and Quarterly report well.
 - Roll out different report i.e. efficiency, tracker, OPS report, Dashboard.
 - Share the policy issue and printing MIS with Broker and Partner.
 - Share the policy issue and printing MIS with Rural Bank.
 - Handling Grievance raised by the intermediaries, customer regarding service delivery issue.
 - Client Relationship Management resolution of queries, counseling consumers on products and services.
- **Process Management**
 - Formulating implementing process, workflows, and roll out them as per Business Requirement
 - Evaluate the processes on an ongoing basis & implement process improvement plans.
 - Preparing Process SOPs and roll out them all branches PAN India.
 - Controlling and checking if SOP's are followed to avoid any risk.
 - Provide training to channel Management – Process related, Compliances, Query, feedback and issues.

Apollo Munich Health Insurance Co. Ltd (Sep 2016 – Mar 2017)

- Department – Operation
- Designation – Branch Executive
- Location – Regional Office Asaf Ali.

Key Responsibilities in the profiles above :

- Premium register preparation, Endorsement, New Business Booking, Renewal.
- QC of Proposal form.
- Preparing various MIS, Updating routine quote tracker, Claim tracker.
- Uploading proposal in DMS

- Handling walking customer

Responsibilities

- Goals set for smoothly processing for payment and Onboarding of Vendors.
- Follow process as per SOPs and compliance.
- Strongly follow up with external and internal team to close the task with in TAT.
- Maintained good relationship with partner and vendor

Educations Qualification

Examination	Passing year	University / Board
10 th	2010	C.B.S.C Board,
12 th	2012	C.B.S.C Board,
B.com	2015	University of Delhi

Personal Information

Date of Birth	25th Aug 1993
Gender	Male
Marital Status	Married
Languages	Hindi and English
Hobbies	Listening Music
Strength	Hardworking & Self Confident

I hereby assure that all the information given above is true to the best of my knowledge

Date :

Place :

(Neeraj)