

# Mohammad Shahzeb

Phone: +91 9818515187

E-Mail: mohdshahzeb007@gmail.com

● MIS ● Database Management ● Data Analysis ● Problem Solving ● Improve Company Reporting ● Excel

To enhance my skills and caliber in an Organization and environment where I can achieve career growth through continuous learning process.

**Industry Preference:** Any

**Location Preference:** Any

## Profile Summary

- **Performance-driven professional with around 12 years of experience in MIS, Data management and Operations;** presently associated with **Care Health Insurance Co. Ltd as Manager MIS and Support.**
- Hands-on experience in data collection, analysis & reporting .
- Experience in adherence to data security policies.
- Track the Implementation of Decisions.
- Efficient organizer, motivator, team player & a decisive leader with the capability to motivate teams to excel and win

## Work Experience

**Since Aug' 15- till date**      **Currently working** Care Health Insurance Co. Ltd as **Manager MIS and Support** Earlier worked as **Manager Operations in Channel Management team in the same company**

### Key Result Areas:

- Managing MIS considering compliance with operational risk.
- Preparing and Sharing Daily & Monthly MIS with Dashboards i.e. Login and Issuance, POS Business, Port percentage, City wise Business, Product wise Business Pan India Employee wise Sales Growth etc.
- Managing Travel request like train, flight tickets Hotel booking for our team Employees as per requirement
- Arrange Corporate events to take place outside of the workplace
- Leveraging Skills in implementation projects like digital onboarding & Partner Portal
- Bills processing of Partners and Vendors
- Prepare PPT & Data for Quarterly R&R & arrangements for Broking Team
- Regular Meetings with Different Departments IT, Ops, Product Team, Underwriting, claims for development of system and get queries resolved of our team and Partners
- Reconciliations of Data for Partner payments/Commission processing
- Get payments of partners processed through Finance Team
- Delivering online and in-house training to stakeholders.
- Handling Grievance raised by the Intermediaries regarding Service delivery issues.
- Process all Intermediary codes-Individual, Broker Corporate Agents (KYC, IRDA examination End to End)
- Process BQRMs for Endorsement in Intermediary codes, Suspension etc
- Managing change management according to audit reports.
- Doing Pre-Underwriting of some proposals before processing
- Maintaining New Corporate Agents, Brokers, IMF's data in MIS & follow up with sales team to contact the same
- Co-Ordinate Executive Communications taking calls, respond emails interfacing with partners
- Launch Contests for Business Development
- Resolving queries of our sales team related to various MIS
- Sharing monthly computation to sales team with their payout
- Responsible for processing all partners Payout & Commission of different vertical and maintain data records.
- Coordination with Legal team for Vendors Agreement
- Apart from handling aforesaid, managing other day today nitty gritty.

## Previous Experience

**Aug' 14 – Aug 15**      **MetLife Global Operations Support Centre, Noida India as Underwriting Associate**

### Key Result Areas:

- Managing MIS considering compliance with operational risk.

- Query Management.
- Policy Servicing.
- Internal Audit
- Maintaining various trackers.

Mar' 12 – Aug' 14

Kotak Mahindra Old Mutual Life Insurance Ltd. Noida India as Login Officer

**Key Result Areas:**

- Co-ordination between sales and operations team
- Initial underwriting and processing of insurance proposals
- Renewal premium collection and processing
- Maintain MIS and sharing with leadership on daily, monthly & quarterly basis.

## Education

2024	Pursuing MBA from distance learning from Jamia Millia Islamia (JMI) University New Delhi
2014	Master of Art (English) from Dr BR Ambedkar University Agra
2011	Bachelor in Commerce from Rohilkhand University UP India

## IT Skills

- Proficient in MS Office, Oracle

## PROFESSIONAL ACHIEVEMENTS

- Won star of the month award & Best Performance award in Care Health Insurance
- Won star of the quarter award two times in Metlife GOSC Ltd
- Certificate for preparing SOP in Metlife GOSC Ltd
- Won best Login Officer award in Kotak Life Insurance co Ltd.

## Personal Details

Date of Birth:	15/07/1991
Languages Known:	English, Hindi, Urdu
Current Location:	New Delhi, India

**Mohammad Shahzeb**