



AKSHAY SINGH

SUMMARY

An accomplished results-driven Manager in medical Insurance with more than 7+ years of experience with steering and directing all aspects of Operations, administration, budgeting and maintenance.

CAREER

MEDICAL INDIVIDUAL-MANAGER – (UAE BASED PROCESS -OMEGA

INSURANCE BROKERS LLC- DELHI)

2020-PRESENT

- Managing team of 5 people and analyzing their production on monthly basis.
- Handling escalations.
- Handling reconciliation of overall medical department.
- Implementing processes to reduce costs.
- Handling corporate clients and help them to finalizing suitable health policy.
- Analysis of benefits & insurance coverage
- Preparation of comparison table and providing in depth idea of the benefits available for client.
- Ensure compliance with company policies and regulations.
- Attending ZOOM meetings with clients/ Insurance companies for better understanding.
- Negotiating with insurance company for better rates & discount and enhancement of benefits

INBOUND CUSTOMER EXPERT- (MAKEMYTRIP- HOTEL)- NOIDA 2019-2020

- Handling the client issue occurred while their stay.
- Arranging alternate property as per the clients expectations.
- Identifying the service issue and provide the resolution over first attempt.
- Coordinating with property to check all the safety measurement.
- Making sure issue doesn't repeat in future while escalating to higher authority of hotel.

ESCALATION HEAD- (PAYTM- KYC PROCESS- NOIDA)

2017-2019

- Handling the escalation where case has been gone beyond TAT.
- Interacting with client for better understanding for their query and solve the issue accordingly.
- Cross-check with KYC outlets what actually went wrong when customer visit.
- Giving proper guidance and process to the client.
- Manage team of 15 people and give training for complete KYC process.
- Managing the outlet list which has been unexpectedly removed for doing the KYC.

AWARDS AND ACHIEVEMENTS

- Awarded 3 times employee of the month in Makemytrip
- Awarded as employee of the year in Paytm and promoted as SME

DECLARATION

I hereby declare that the above information is correct.

Akshay Singh

SIGNATURE

CONTACT:

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EDUCATION:

BBA - Bachelor of Business

Administration - Business, Management, Marketing, and Related Support Services -2017

SKILLS:

- Operations management
- Customer Service and after sales support
- Training and Supervising
- Prioritizing complaints
- Resolving escalations
- Implementing strategies
- Maintaining strong work relationships
- Formulating policies and procedures
- Strategic planning
- Reconciling customer accounts

PERSONAL INFORMATION:

Date of Birth- 18/01/1995

Nationality- Indian

Marital Status- Single

Passport Number- X2929415

LANGUAGES KNOWN:

ENGLISH

HINDI