

CURRICULUM VITAE

Anu kumari

RZ/A/43-A, Pull PrehladPur street no.-11 New Delhi

E-Mail ID: anurjpt028@gmail.com Mob. +91-9999292449

CAREER OBJECTIVE

To enhance my professional skills in a dynamic and fast paced workplace and to use my skills in the best possible way for achieving the company goals.

Industrial Exposure & Work Experience – Total Exp. 6 Years

Working with Optima Insurance Broker as Customer Support-Sale Team respective RM from October 2020

The role would involve activities across various clients and insurance companies.

- Taking Care of complete **Overseas Medical Insurance (Travel policy)** from placement of policy and post placement operations (including claims).
- Handling single transit marine policy and issue
- Handling Fresh and Renewals both, assisting in **Motor** and **Health** insurances.
- Interacting and Providing services/ solutions to corporate as well as individual clients.
- Managing operation part like Endorsements.
- Handling placements of EB and non EB business.

Worked with SecureNow Insurance Broker Pvt Ltd as Asst Manager -Claim Servicing form 1Feb 2018 to 31 March 2019

The role would involve activities across various clients and insurance companies.

Roles and Responsibility:

- *Coordination with insurance companies/TPA for claims and interaction with the clients
- *Handle client queries on claims.
- *Monitoring of claim documentation and clearance of discrepancies.
- *Endorsement process: Take care for all addition and deletion for all clients.
- *Make client presentations and visit for presentations at client palace

*Manage Wellness arrange Health camp for GMC policy client.

Worked with LETSMD (Medbay India Pvt Ltd) as Asst.Manager-Operations from August 2017 to Jan 2018.

- Handling third party cashless loan facility and advice to the customer for short term medical loan for **Max Group Hospitals** as well as online customers.
- Help the customers to pay the expenses and convert their treatment bills into EMI .
- Managing the processing the mediclaims and assisting patients with the claim reimbursement procedure.
- Handling the grievance related to the rejection/denial/under-payments of re-reimbursement claims.
- Educate patients on processes, procedures and request around insurance claims working on Medical Reports/ Documents

Worked with HDFC ERGO General insurance in Claims Department as JM1-Health Claims Services from April 2013 to June 2015 .

Job profile:

- I used to handle claim escalations, mail accessing, attending reception clients and manage the cashless and reimbursement claims.
- Generate Claim the after receiving the claim document from the customer side.
- Check the claim document for processing the claim.
- Reply on mail for all policy and claim queries.
- Responsible for the data compilation of Customer Feedbacks.
- To handle escalated cases for corporate clients as well as private clients.

Worked with Emeditek TPA as a CCE from August 2011 to 15 April 2013

Job Profile:

- To solve & handle all the customer complaints issues.
- Responsible for making the weekly & monthly reports on customer feedbacks.
- Responsible for the data compilation of Customer Feedbacks.
- To analyze the positive & negative feedbacks of customers

ACADEMIC QUALIFICATIONS

- Done MBA from NIMS (Hospital management)

- Graduate (B.com) from Delhi University
- Done XIIth from CBSE
- Done Xth from CBSE

SKILLS

- Working knowledge of MS-Office and Internet
- Good Managerial Skills like leadership, communication, motivation and interpersonal skills

POSITIVE TRAITS

- ✓ Hard working, Sincere, good co-ordinator.
- ✓ Honesty, flexibility, dedicated to work, keen to learn new things.

INTERESTS/HOBBIES

Singing, Listen to music, play chess

PERSONAL DETAILS

Date of Birth : 6 Feb1988

Sex : Female

Marital Status : Married

Nationality : Indian

Languages Known : Hindi, English

Husband Name : Mr. Sarvesh kumar

Aadhaar Number : 682925189227

Date:

Place: Delhi
(Anu Kumari)