

GANESH S. YADAV

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Job objectives-

To pursue a professional career in a highly reputed organization wherein I can constantly grow within the company, acquire specific skills at each level and give my best efforts to work for overall stability and prosperity of the company.

STRENGTHS & PROFESSIONAL EXPERTISE

- *10+ years of strong industry experience (Insurance - TPA (CRM), Broking (EB-servicing), Banking - Collections, Mis preparation-Excel, Report sharing on hourly basis, BPO - Collection - Soft colling, Bucket colling, Team handling, data upload on portal.*
- *Experience in Mis preparing, Client relation management, Office Operations, Team handling.*
- *10+ years of experience in Coordinating*
- *Good problem-solving abilities - Quick learner*

EDUCATIONAL QUALIFICATION

<i>Sr. No</i>	<i>Level</i>	<i>Board / University</i>	<i>Class</i>	<i>Year</i>
<i>1</i>	<i>S.S.C.</i>	<i>Mumbai Board</i>	<i>2nd Class</i>	<i>1998-1999</i>
<i>2</i>	<i>H.S.C.</i>	<i>Mumbai Board</i>	<i>2nd Class</i>	<i>2003-2004</i>
<i>3</i>	<i>TYB.com</i>	<i>Mumbai Board</i>	<i>Pass Class</i>	<i>2006-2007</i>

INDUSTRY EXPERIENCE'S

1. JK INSURANCE BROKERS LIMITED:

From 12/03/2024 to Still working

About Company: JK INSURANCE BROKERS LIMITED is an IRDA registered direct insurance broker with a license in both Life & General Insurance.

Role: Assistant Manager.

- **Worked as Assistant Manager of Employee Benefits Team. (Servicing Cum renewal process & Enrollment Team)**

Renewal Management.

- Sending Renewal Reminder Emails to the clients.
- Preparing Renewal Strategy Report & Presenting the same to the client.
- Floating the quote slips with different insurance companies, doing the follow up with insurance company for getting aggressive quotes for existing & revised options as per the client requirement.
- Preparing Quote Comparisons Reports.
- Presenting & Explaining Quote Comparison Report to the client.
- In short, taking care of entire renewal activities independently.

Post Renewal Management.

- Doing follow up renewal premium cheque or NEFT details.
- Doing follow up Risk Cover Note with the Insurance Company and sending the same to the client.
- Coordinating with Insurance company for policy issuance.
- Coordinating with TPA for card issuance.
- Conducting Medical Awareness session at client location as per the client requirement.
- Conducting wellness session as per client requirement.
- Adhering Compliance and filing the required documents in the respective client file.
- Maintaining Post Policy Tracker.
- Maintaining & updating databases like Renewal Calendar, Client List, and Insurer List etc.

Endorsement Management.

- Preparing & sending the addition/deletion/correction data to insurance company for passing the necessary endorsement at insurance company.
- -Maintaining addition/deletion master data along with monthly active master
- -Co-ordinating with TPA for updating addition endorsement data, e-cards along processing of claims
- d-Maintaining CD account & regularly analyzing it to ensure sufficient balance.
- se-Maintaining Endorsement Tracker.

Claims Management.

- Preparing monthly & quarterly policy performance presentation as per client's requirement
- Preparing and sharing monthly reports as per client requirement
- Analyzing claims performance with TPA on weekly basis
- Co-ordination for cashless & reimbursement claims.
- First point of contact to the employees for operational queries.
- Answering and solving the corporate employee's queries through telephonic calls and emails.
- Maintaining Claims Tracker.
- Relationship building with insurance companies, clients & TPA's
- Co-ordinating with clients / insurer / TPA for escalated cases

2. PLANSWELL INSURANCE BROKER PVT. LTD.:

From 01/12/2023 to 11/03/2024

About Company: Planswell Insurance Brokers Pvt Ltd is an IRDA recognized direct

insurance broker with a license in both Life & General Insurance.

Role: Team-Coordinator.

- Worked as Team Coordinator in Insurance Marketing, used to handle team and provide calling data along with calling we manage field cold calling for group Eb & Non-Eb policies.

3. HAXAR INSURANCE SERVICE PVT LTD:

From 14/07/2023 to 30/10/2023

About Company: Haxar Insurance service Pvt. Ltd. deal in Health Insurance, Life Insurance, Bank Loan, credit card

Role: Branch Head Sec-64 Noida.

4. RELIANCE NIPPON LIFE INSURANCE COMPANY LIMITED

Working Since: From 19/04/2022 to 10/10/2022

About Company: RELIANCE NIPPON LIFE INSURANCE COMPANY LIMITED is Group of RELIANCE CAPITAL which is involved in FINANCE.

Role: AGENCY DEVELOPMENT MANAGER.

- Worked as Agency Manager to recruit already licensed Advisors and guide them for insurance sale and how to maintain relation with clients. (Agency Team)
- Arranging Zoom meeting for Advisors to educate them about the product and future planning for business.
- Doing joint meetings with Advisors to client's place for new business sale.
- Educating them how to increase business sales in the given minimum time to achieve the given goal.
- In Every Zoom meeting we appreciate the High sale Advisors to make them feel Proud in front of other Advisors.

5. SBI LIFE INSURANCE COMPANY LIMITED:

Working Since: From 23/08/2021 to 23/12/ 2021.

About Company: SBI LIFE INSURANCE COMPANY LIMITED is Group of SBI which is involved in Life insurance sale.

Role: AGENCY DEVELOPMENT MANAGER.

- Worked as Agency Manager to recruit already licensed Advisors and guide them for insurance sale and how to maintain relation with clients. (Agency Team)
- Arranging Zoom meeting for Advisors to educate them about the product and future planning for business.
- Doing joint meetings with Advisors to client's place for new business sale.
- Educating them how to increase business sales in given minimum time to achieve the given goal.
- In Every Zoom meeting we appreciate the High sale Advisors to make them feel Proud in front of other Advisors.

6. MANIPALCIGNA HEALTH INSURANCE COMPANY LIMITED:

Working Since: From 21/12/2020 to 29 /07/2021.

About Company: MANIPAL CIGNA HEALTH INSURANCE COMPANY is a Standalone insurance company which is involved in Health insurance.

Role: AGENCY MANAGER.

- Worked as Agency Manager to recruit already licensed Advisors and guide them for insurance sale and how to maintain relation with clients. (Agency Team)
- Arranging Zoom meeting for Advisors to educate them about the product and future planning for business.
- Doing joint meetings with Advisors to client's place for new business sale.
- Educating them how to increase business sales in given minimum time to achieve the given goal.
- In Every Zoom meeting we appreciate the High sale Advisors to make them feel Proud in front of other Advisors.

7. EMEDLIFE INSURANCE BROKER PVT LTD

Working Since: From 6/02/2019 to 25 /06/ 2020.

About Company: EMEDLIFE INSURANCE Brokers Pvt Ltd is an IRDA recognized direct insurance broker with a license in both Life & General Insurance.

Role: Manager.

- Worked as Deputy Manager of Employee Benefits Team. (Servicing & Enrollment Team)

Renewal Management.

- Sending Renewal Reminder Emails to the clients.
- Preparing Renewal Strategy Report & Presenting the same to the client.
- Floating the quote slips with different insurance companies, doing the follow up with insurance company for getting aggressive quotes for existing & revised options as per the client requirement.
- Preparing Quote Comparisons Reports.
- Presenting & Explaining Quote Comparison Report to the client.
- In short taking care of entire renewal activities independently.

Post Renewal Management.

- Doing follow up renewal premium cheque or NEFT details.
- Doing follow up Risk Cover Note with the Insurance Company and sending the same to the client.
- Coordinating with Insurance company for policy issuance.
- Coordinating with TPA for card issuance.
- Conducting Medical Awareness session at client location as per the client requirement.
- Conducting wellness session as per client requirement.
- Adhering Compliance and filing the required documents in the respective client file.
- Maintaining Post Policy Tracker.

- Maintaining & updating the database like Renewal Calendar, Client List, and Insurer List etc.

Endorsement Management.

- Preparing & Sending the addition/deletion/correction data to insurance company for passing the necessary endorsement at insurance company.
- Maintaining addition/deletion master data along with monthly active master
- Co-ordinating with TPA for updating addition endorsement data, e-cards along processing of NIDB claims
- Maintaining CD account & regularly analyzing it to ensure sufficient balance.
- Maintaining Endorsement Tracker.

Claims Management.

- Preparing monthly & quarterly policy performance presentation as per client's requirement
- Preparing and sharing monthly reports as per client requirement
- Analyzing claims performance with TPA on weekly basis
- Co-ordination for cashless & reimbursement claims.
- First point of contact to the employees for operational queries.
- Answering and solving the corporate employee's queries through telephonic calls and emails.
- Maintaining Claims Tracker.
- Relationship building with insurance companies, clients & TPA's
- Co-ordinating with clients / insurer / TPA for escalated cases

8. Almondz Insurance Brokers Pvt Ltd (Willis Tower Watson)

Working Since: From 11 /07/2016 to 24 /08/ 2018 .

About Company: Almondz Insurance Brokers Pvt Ltd is an IRDA recognized direct insurance broker with a license in both Life & General Insurance.

Role: Manager.

- Worked as ASS. Manager of Employee Benefits Team. (Servicing & Enrollment Team)

Renewal Management.

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- Maintaining Claims Tracker.
- Relationship building with insurance companies, clients & TPA's
- Co-ordinating with clients / insurer / TPA for escalated cases

9. Paramount Health Care Services (TPA) Pvt Ltd

Working Since: From 14/01/2014 to 10 / 03/ 2016 .

About Company:

Paramount Health Care Services Pvt Ltd is a TPA where Mediclaim is being process on behalf of various Insurance Companies Like United India, Bharti AXA, National Insurance, The New India Assurance, HDFC Ergo, Universal Sampo, SBI Life, Future Generali India, TATA AIG, Iffco Tokio, Apollo Munich, L & T Insurance, ICICI Lombard, Oriental Insurance.

Role: Ass. Manager in Client servicing Team

Responsibilities:

- Working as Assistant Manager and handling Cashless, Reimbursement, Endorsement Operation Team.
- Co-ordination with the clients, maintaining good relationship giving best service in the industry.
- Follow-ups with the Inter –Depts (Medical Dept/Claim Dept/Provider/Accounts/I T Dept)
- Attending to customer queries, grievances and complaints on phone, email and in person.
- Use to handle rejected cases and same communicate to the employee, related Broker Relationship Manager and HR.
- Use to revert emails of employee, HR and relationship manager regarding all queries of Group Mediclaim Policy for cashless and reimbursement claim.

- Use to handle escalated cases and calls and reverts escalation mails and do follow up on VIP cases.
- Handle team of 2 members.

8 Medimanage Insurance Brokers Pvt Ltd

Working Since: From 17/09/2012 till date 13/01/2014

About Company: Medimanage Insurance Brokers Pvt Ltd is an IRDA recognized direct insurance broker with a license in General Insurance.

Role: Sr. Executive in Cashless Department.

- Working as Sr. Executive of Employee Benefits Team. (Cashless Team)
- Works under the guidance of the Relationship Manager assigned to the account.
- First point of contact to the employees for operational queries.
- Ensuring hassle free cashless process for employees using TPA infrastructure
- Supporting employee with information & process for all planned hospitalizations.
- Co-ordinating with the TPA for Cashless to be handed to employees.
- Intimation to the Employees for any deficiency documents in Cashless claims.

9 Mdindia Health Care Services Pvt Ltd

Working Since: From Feb 2013 to Nov

2013About Company:

Mdindia Health Care Services Pvt Ltd is a TPA where Mediclaim is being process on behalf of various Insurance Companies Like United India, Bharti AXA, National Insurance, The New India Assurance, HDFC Ergo, Universal Sampo, SBI Life, Future Generali India, TATA AIG, Iffco Tokio, Apollo Munich, L & T Insurance, ICICI Lombard, Oriental Insurance.

Role: Senior Team Member of Cashless Operation.

Responsibilities:

- Working as a senior team member of Cashless Operation Team.
- Co-ordination with the clients, maintaining good relationship giving best service in the industry.
- Follow-ups with the Inter –Depts (Medical Dept/Claim Dept/Provider/Accounts/I T Dept)
- Attending to customer queries, grievances and complaints on phone, email and in person.
- Use to handle rejected cases and same communicate to the employee, related Relationship Manager and HR.
- Use to revert emails of employee, HR and relationship manager regarding all queries of Group Mediclaim Policy for cashless and reimbursement claim.
- Use to handle escalated cases and calls and reverts escalation mails and do follow up on VIP cases.
- Handle team of more than 30 members on Saturday, Sunday & Holidays.
- Handling the entire team during night shift.

- In short I use to handle all the stages of processing for Group Medclaim Policy(both cashless and reimbursement)

Extra Curriculum: -

- Typewriting – English 70 W.P.M.

Hobbies -

Communicating with different people, listening to music, singing songs, watching news, traveling to new places.

Personal Information-

Name- *Mr. Ganesh Sanvaru Yadav*

Date of Birth - *8th July 1984*

Father's Name- *Mr. Sanvaru Yadav*

Nationality- *Indian.*

Marital Status- *Married*

Language Known- *English, Hindi, Marathi,*

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

LOCATION:- Noida

(GANESH S. YADAV)