

FAIZ USMAN

Delhi | faiz_blithe@hotmail.com | 9911955654 / 7895908325 | [Linkedin](#)

SUMMARY

A results-driven professional with extensive experience leading teams at IGBSS, a subsidiary of Omega Insurance Brokers. Demonstrated exceptional leadership by inspiring teams to achieve and exceed goals while optimizing processes to streamline operations. Recognized for problem-solving skills that transform challenges into actionable solutions, making complex tasks simpler and more efficient. Adept at fostering collaboration and delivering measurable results, consistently driving success in fast-paced and competitive environments.

SKILLS

- Underwriting - Product Knowledge, Decision Making, Data analysis
- People Management – Team Leadership, Team Empowerment, Leadership & Mentoring
- Interpersonal – Trust Building, Empathy, Clear Communication, Conflict Resolution

EXPERENCIA

- 1) **Previous Organisation/Employer:** New India Assurance **Underwriter**
1st Sept 2024 Till 31 Dec 2024 **Abu Dhabi**

Key Responsibilities: a) Handling assigned broker queries along with direct clients

- b) Providing fleet / individual quotations to client and assisting them in the placement

- 2) **Previous Employer:** Interglobal Business Support (Omega Insurance Brokers) **Team Lead**
4th Apr 2017 Till 30 Aug 2024 **Delhi**

Key Achievements: a) Achieved efficiency in providing budgeted fleet / individual quotations to clients to ensure client satisfaction.

- b) Fostered strong professional relationships with insurance industry personnel, leveraging effective communication and collaboration to drive exceptional outcomes and ensure customer satisfaction
- c) Promoted to Team Lead of Motor Team
- d) Spearheaded a performance review system to analyse the performance of my team members

I have also worked with Infosys BPO Ltd as a senior process associate and HCL Learning Ltd as an associate from 2013-2016

CERTIFICATIONS

Associate of The Insurance Institute of India, 2019

Internship from Religare Insurance Broking Ltd, 2009

ACADEMIA

MBA – MARKETING & FINANCE

Dehradun, India

ICFAI BUSINESS SCHOOL

2010

B.Sc. (H) – BIOCHEMISTRY

Aligarh, India

Aligarh Muslim University

2008

ADDITIONAL INFORMATION

- Recognized with a prestigious certification from Sukoon Insurance for outstanding performance and excellence in delivering results.
 - Highly regarded by colleagues and senior management for consistently delivering exceptional results and exceeding expectations.
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