

Sajal Kumar

Assistant Manager - Claims

Claims Assistant Manager with strong history of opening and closing case files.

Qualified Claims Representative versed in investigating claims, verifying information and managing settlements. Prioritizes tasks and uses sound judgment to make decisions on claim processing actions. Well-organized and hardworking with good written and verbal communication skills. Friendly and upbeat team player with organized and disciplined approach. Offering more than 2 years of insurance experience. Having Licentiate Certificate from Insurance Institute of India (LIII) and pursuing for Associate Certification (AIII).

Work History

Aug 2021 -
Current

Assistant Manager – Claims

(Fire, Marine, Property, Motor, WC, Engg., Miscellaneous, etc.)

UNISON Insurance Broking Pvt. Ltd., New Delhi

- Developed in-depth **understanding of insurance policies** and procedures to give **accurate recommendations** to suit clients' needs.
- Monitored and managed claim expenses to **control costs and maximize profitability**.
- **Examined reports, accounts, and evidence** to determine integrity and accuracy of information.
- Analyzed and addressed escalated claims to **resolve issues quickly**.
- **Researched and analyzed** complex claims to determine next steps and possible outcomes.
- Prepared and presented **detailed reports** to management on claims issues to aid in **decision making**.
- **Investigated accidents or incidents** to determine cause and extent of damages.
- **Negotiated claim settlements** with claimants and attorneys to resolve claims efficiently and fairly.
- Created and updated SAIBA software for **tracking and maintaining** spreadsheets.
- **Logged, allocated and managed** claims.
- Maintained accurate and up-to-date records of **claim information** for future reference.



Contact

Address

New Delhi, India 110096

Phone

7838481253

E-mail

sajalrockss@gmail.com

LinkedIn

linkedin.com/in/sajalrock

Skills

Processing mail

Managing case files

Inputting claims

Coordinating documents

Policy understanding

Documentation review

Coverage assessments

Accident investigations

Settlement determinations

Mathematical skills

Insurance coverage
verification

Insurance industry

- Managed over **15 different claims services per day** (Intimation, assessment, deputing surveyor, assessing surveyor reports, etc.).
- Drafting **Claims documents** like Claim Forms, Claim Bill, Monetary Claim Letter, Damage Certificate, LOS etc.)

**Dec 2016 –
Dec 2018**

Site Supervisor/Project Engineer

Agrahari Engineers, Jabalpur

- Developed work schedules for team members to maximize shift coverage.
- Oversaw employee attendance record, handled payroll, and ordered new materials for sites.
- Collaborated with management and fellow supervisors to organize operations and achieve demanding schedule targets.
- Resolved issues between employees and customers using company policies.
- Maintained records and logs of work performed and materials and equipment used.
- Troubleshoot issues to keep machinery and tools operational.
- Initiated onsite safety program and properly trained team members to decrease injuries.
- Handled over 200 labor employees during pavement.

Education

**Jun 2019 –
Jul 2021**

MBA: Operations Management & Retail Management

Jaipuria Institute of Management - Lucknow, Uttar Pradesh

- Member of Media, Public Relations and IT Group

**Jul 2012 –
Jun 2016**

B. Tech: Civil Engineering

Dr. A. P. J. Abdul Kalam Technical University - Lucknow, Uttar Pradesh

experience

Proficient in MS- Office

Languages

English

Hindi

Accomplishments

- Photography - WMO (UN) Calendar (2021)
- Runner-Up Badminton Championship (2020)
- Winner- Marketing Mania (2020)
- Winner- Nukkad Natak (2020)
- Runner Up- Photography Competition (2020)
- Winner- Football Championship (2015)

Certifications

2022-03	Licentiate (Insurance Institute of India)
2020-09	Virtual Stock Market Workshop
2020-08	Cameras, Exposure and Photography
2020-06	Industry 4.0
2020-05	Digital Marketing

Interests

- Photography/Videography
- Travelling
- Moto Vlogging/Blogging
- Animal Welfare
- Volunteering
- History