

CURRICULUM VITAE

HEERA LAL

H.No.:- D-289, Shiv Durga Vihar Lakkarpur, Faridabad Haryana -121009

Mobile No. :- 09891980701, e-mail ID :- heeralahre@gmail.com

❖ Career Objective: -

- To enhance my skills and knowledge in my endeavoring companies and my professional growth, to be a successful Professional by joining an organization with a dynamic, competitive & Friendly environment that gives continuous Challenges, and freedom to learn & experiment.

❖ Educational Qualification: -

- 10th passed from C.B.S.E. Board from G.B.S.S School "G" block Kalka Ji New Delhi.
- 12th passed from C.B.S.E. Board from G.B.S.S. School C.R. PARK New Delhi.
- Graduate B.com from DU (SOL) south campus New Delhi in 2016.

❖ Work Experience:-

- **Palm Insurance Brokerage Pvt Ltd, Noida**

Designation :- Assistant Manager, Employee Benefits

Duration :- July-2022 to Onward

- **Pristyn Care, Gurgaon**

Designation:- Recovery Assistant Manager

Duration:- Feb-2021 to July-2022

- **Vidal Health Insurance TPA Pvt LTD, Noida**

Designation :- Client Relationship Management "Executive"

Duration :- May-2017 to Feb-2021

❖ Roles and Responsibilities Undertaken

- Handling GMC, GPA, and GTLI policies
- Prepare addition, deletion, and correction endorsement
- Resolving customers' queries (claims related) over calls & mails
- Follow up with the various TPA to process the cashless & reimbursement claims
- Follow up with the Insurer to disburse the approved amount, endorsement, Queries, etc.

- Scrutiny over the wrong deductions and reprocessing the partial amount from TPA
- Adhere with clients to make them understand the policy coverages, impanel hospitals, cashless treatment, reimbursement procedures, etc.
- Providing a smooth process of cashless and reimbursement facility
- Weekly update to various client's HR for compliance related to reimbursement claims and arrange the supporting documents
- Updates daily and weekly reports

❖ SKILLS

- **Well versed in Excel, Knowledge of MS Office, PowerPoint**

❖ Core Competencies

- Good & Polite Communication
- Well and Hard Working
- High Patience, Honest, reliable, and considerate employee

❖ Achievement

- Employee of the Quarter in VIDAL TPA from Sep-2019- Nov-2019
- Employee of the month in Pristyn Care in Jan-2022
- Promoted from Executive to Assistant Manager within 6 months in Pristyn Care.
- Clear Broker Exam from NIA in 2024.

❖ Personal Details :-

- Father's Name : Mr. Roopchand Lahre
- Date of Birth : 15/02/1993.
- Marital Status : Married.
- Nationality : Indian.
- Language Known : Hindi & English.

Date.....

Place.....

Signature