

Curriculum Vitae

Aakash Gupta
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Objective:

To work in an Organization focusing on Client Relationship Development / Management which also give defined career path to me.

I am a dedicated insurance professional with more than 6 years of experience conducting survey, and processing automobile insurance claims. Excel in analyzing damages/causes, interpreting policies and negotiating payment solutions. Effectively manage multiple tasks and take pride in providing exemplary customer service.
I have done Associate from reputed insurance institute i.e Insurance Institute of India.

Work Experience:

Company name: Viaansh Insurance Broker Pvt Ltd.

Job Title: Senior Executive

Duration: Since 1st May 2023 to Present

- ❖ Led the First Notice of Loss (FNOL) process, efficiently gathering and documenting information from policyholders to initiate the claim process promptly.
- ❖ Investigated and evaluated non-motor and motor claims, ensuring adherence to policy terms and conditions.
- ❖ Collaborated with underwriters, legal teams, and other stakeholders to expedite the claims resolution process.
- ❖ Negotiated settlements with claimants, demonstrating strong communication and interpersonal skills.
- ❖ Conducted regular claim file reviews to ensure compliance with internal and regulatory guidelines.
- ❖ Implemented process improvements to enhance the efficiency of claim handling operations.
- ❖ Worked closely with external adjusters, appraisers, and legal experts to assess and settle complex claims.
- ❖ Maintained up-to-date knowledge of insurance laws, regulations, and industry best practices.
- ❖ Underwriting of Engineering Insurance (Contractor All Risk, Erection all Risk), MBD, Fire & other miscellaneous product.
- ❖ Prepared RFQ for quotation and taking the quote from insurance & provide to the customer in speculative time.
- ❖ Prepare QCR with the best coverage for the client & review all the warranties & wording before quote to the clients.
- ❖ Handled Motor & Non motor all types of claim like as Road Project claim, Fire, MBD, EAR & other Misc. product.
- ❖ Liaisoning amongst surveyors, Insured & insurer since claim intimation to till settlement.
- ❖ Scrutiny of the documents, resolving queries related to the policy & claim as well.
- ❖ Monitoring of timely closure of reports and MIS preparation of claim since intimation to Settlement.
- ❖ Procured for Special Diploma in Marine Fire Engineering from reputed organization Insurance Institute of India.

(IRDA Licensed Independent Surveyor)

- ❖ I was associated with independent surveyor for FY feb 2021 to June 30st 2023.
- ❖ Undergone surveyor training necessary for procurement of surveyor license from IRDA.
- ❖ Handle claims end to end for all LOB such Fire, Engineering and Miscellaneous and many more.
- ❖ Process new claim notification and inspection reported claim and gather all information related to incident and make follow up with an insured.
- ❖ Assist to policyholder how to proceed claim.
- ❖ Prepare initial estimate cost and send to insurance company along with survey report for further review.
- ❖ Maintain claim data of Each Lob and send to insurance claim for aside reserve.
- ❖ Handle any complaints come associated with claim.
- ❖ Learning all policy wording of each LOB, exclusions along with Add on its help in making report easily without hassle and assist to insured while rejecting claim.

Company name: Go Digit General Insurance Ltd, Dehradun

**Job Title: Senior Network Engineer
2021**

Duration: Since 07th June 2019 to 25th Jan

Job Profile:

- Survey & settlement of Motor/Automobile claims being reported in entire UK & UP (Saharanpur).
- Productivity tracking of claims on daily basis.
- Review of outstanding claims on weekly basis.
- Preparing documents as per requirements & maintaining (SOP's of the company) confidential work reports.
- Ensuring customer satisfaction by responding to customer queries, achieving delivery & service quality norms.
- Effectively following-up with claim investigators, surveyors, and garage person for speedy / effective / fair claim settlement.
- Handle approximately 200 motor claims per month
- Develop & mapped as DRC/DRD garage in upper UK areas.
- Saving claim on major/total loss as well on repairing claim.
- Handling only major & total loss claim.
- Spot Awarded & best productivity.

Company name: Tata Aig General Insurance Company Ltd, Delhi India
(Joint venture of AIG, US & TATA, India)

Job Title: Claim Service Manager

Duration: Since 19th July 2017 to 05th June 2019

Job Profile:

- Survey & settlement of Motor/Automobile claims being reported in South Delhi and Faridabad.
- Productivity tracking of claims on daily basis.
- Review of outstanding claims on weekly basis.
- Preparing documents as per requirements & maintaining (SOP's of the company) confidential work reports.
- Ensuring customer satisfaction by responding to customer queries, achieving delivery & service quality norms.
- Effectively following-up with claim investigators, surveyors, and garage person for speedy / effective / fair claim settlement.
- Handle approximately 150 motor claims per month.

Mr. Dhananjay Kumar (IRDA licensed independent surveyor)

- Was associated with independent surveyor for FY Feb 2016- May 2017.
- Undergone surveyor training necessary for procurement of surveyor license from IRDA.

Company name: Liberty Videocon General Insurance Company Limited, Chandigarh
(Joint venture of Liberty Mutual Insurance, USA & Videocon Industries, India)

Job Title: Claims officer

Duration: August 2014 to March 2016

DOJ: 04/082014

Job Profile:

- Survey, & settlement of Motor/Automobile claims being reported in Upper North - Haryana, Punjab, Himachal Pradesh, Jammu & Kashmir and Chandigarh UT states.
- Maintaining & processing the data for Top Management so as to use for business planning.
- Productivity tracking of claims team on daily basis.
- Review of outstanding claims on weekly basis.
- Preparing documents as per requirements & maintaining (SOP's of the company) confidential work reports/legal documents.
- Ensuring customer satisfaction by responding to customer queries, achieving delivery & service quality norms.
- Effectively following-up with claim investigators, surveyors, and team for speedy / effective / fair claim settlement on every after 3 days.
- Handle motor claims in LVGIC. Handle 60 claims per month including motors.
- Conduct in house Survey in LVGIC.
- Handle Chandigarh, Panchkula, Zirakpur, Dera Bassi and Mohali also.
- Maintain Data analyst of surveyor, cashless workshop.

Company name: Bhasin Motor Mahindra & Mahindra co. Ltd. (Delhi)

Job Title: 8 Weeks Industrial Training

Duration: July-Aug 2013

Job Profile: Trainee

- During the training period, I got to learn about practical aspects of the Automobile industry specially relevant in after sales both for service and Body Shop as well.

Educational Qualification:

- Full time 3 years Diploma Passed Out in Automobile Engineering from GB Pant Polytechnic, Okhla (1st Division with distinction) aggregate percentage 82% in 2014
- 10TH passed out in 2011, From CBSE Board.

Insurance Qualification:

- Completed Associate Exam from III (Insurance Institute of India). Associate in insurance.
- Completed licentiate Exam From III
- Examination for the Motor surveyor license cleared & received license from IRDA.

Computer Proficiency:

Basics Diploma course in Computer, MS office, open office, domain, AutoCAD, internet, windows.

Award

Spot Awarded in smart repair from go digit in Feb, 2020.

Productivity awarded from Go Digit Feb, 2020

Certificate & Training

- Conducted Auto Claims Foundation training in **TATA AIG GIC Ltd** at Pune.
- Basic Motor training Certificate from **Liberty Videocon GIC Ltd**.
- Advance Motor Training Certificate from **Liberty Videocon GIC Ltd**.

Strengths:

- Negotiation Skills.
- Integrity and pragmatism
- Ability to work under stressed environment
- Smile on face at workplace
- Flexible in nature & honest
- Optimistic & hard working

Interest:

Driving, playing cricket, Outing & reading.

Personal Details:

- Date of Birth : 10th January, 1995
- Father's Name : Sh. Shyam Babu Gupta
- Languages Known : English, Hindi, Sanskrit, Punjabi
- Marital Status : Unmarried
- Sex : Male

Declaration

I do hereby declare that the above information is true to the best of my knowledge.

Place: New Delhi

Aakash Gupta

Date :