

ROSHAAN RAFI



PROFILE

With recent experience as an insurance coordinator in motor insurance; I seek to be part of an organization where I can contribute further with my fast learning, analytical thinking, strong communication and deliver effective customer service.

EXPERIENCE

Insurance coordinator (Motor)

Islamic Arab insurance Company (Salama), Dubai -Dec 2019- May 2020

1. Verify claims status and send renewal notices to customers once production reports are generated.
2. Issuing policies for brokers, aggregators and direct customers.
3. Making policy amendments and issuing no claims certificates.
4. Customer support in the event that they require road side assistance or have claims.
5. Preparing and issuing quotations for direct clients or brokers.
6. Consolidating monthly renewals and issued policies into a report.
7. Following up on requests from brokers, direct clients and aggregators by coordinating with the respective departments- Operations, Claims, IT, Finance and Underwriters.
8. Assisting other UAE branches and field sales executives with individual and fleet policies respectively.

Customer service coordinator

Platinum Shipping and Logistics, Dubai- May 2012- April 2014

1. Liaising with cross functional departments to provide customers support with regard to delivery order collection, customs clearance and transportation.
2. Assisting the sales department by obtaining quotations from shipping lines.
3. Preparing and releasing exchange bill of lading.

Contact:

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4. Costing and invoicing cleared shipments.
 5. Drafting bills of entry on Emirsal2.
 6. Ensuring customer database is being updated regularly on the freight management system.

EDUCATION

MSc Logistics and Supply chain management
University Of South Wales, UK , 2010-2011

Bachelor of Commerce
Stella Maris College, India, 2007-2010

PROFESSIONAL SKILLS

1. Experience working on Emirsal 2.
2. Ability to learn quickly and efficiently use varied ERP software.
3. MS Office
4. Customer and administrative support.
5. Multilingual- English, Tamil, Malayalam and Hindi.
6. Ability to work efficiently in a fast paced and high pressure environment.