
Imran khan



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Targeting Position of Assistant Underwriter/Claims Support/ Insurance Officer with a company of Reputed .

Industry Preference: Insurance & Re Insurance/Construction co.

CAREERRECITAL

Current Job: General Insurance Corporation of India (GIC Re) Dubai Branch From 23rd February 2011 to 30.September.2021.

Claims Officer/Assistant Underwriter(Facultative & Motor).

Specialized in the fields of day to day engagement:

Facultative and Non Prop Claims:

Deliverables:

- Processing all Facultative and Non Prop Claims and submitting for the approval to the senior Manager or CEO.
- Evaluating/inspecting thoroughly all the supporting documents before processing claims.
- Contacting clients/Brokers for the pending documents or further information if needed.
- Update the status of the claims requests once the same was processed and approved by competent authority.
- Forwarding the approved claims to accounts team for further course of action.
- Generates the monthly and quarterly reports and update the same to reporting manager.
- Providing the process knowledge to junior team members.

Facultative Underwriting Department: Marine and non-Marine, Property, Engineering, Motor, Miscellaneous, etc.

Deliverables:

- Supporting underwriters for appraising and evaluating a risk in a facultative reinsurance.
- Review certificates of insurance for accuracy, noting deficiencies and requesting Endorsements.
- Evaluating Statement of Values/Previous Loss Runs/ACCORD/Risk Reports and Underwriting Reports.
- Ensure coverage's, terms and conditions of policy are accurate.
- Review applications and supporting submission documents promptly and secure additional data as necessary to provide accurate terms and conditions of coverage.

- *Assist senior underwriters with the pre-underwriting process.*
- *Compile and summarize pertinent data to assist senior underwriters in their review and evaluation of submissions.*
- *Assist senior underwriters in carrying out their essential duties and responsibilities to enhance the overall performance of the team.*
- *Complete a variety of day-to-day client service transactions, including policy endorsements, binders, cancellations, or other necessary tasks as needed.*
- *Monitor the expiration and renewal list of all underwriting files.*
- *Prepare renewal account files and obtain information needed for senior underwriter's review.*
- *Develop and maintain positive and constructive working relationships with brokers, clients and policy operations processing associates to provide high quality service to clients.*
- *Bring to the attention of the senior underwriter any pending requests for necessary action.*
- *Efficient underwriting assessment as per predefined benchmarks.*
- *Strong computer skills and ability to work with multi-faceted systems.*
- *Technical proficiency and analytical skills.*
- *Sound knowledge of insurance terminology and insurance practices.*
- *Responsibility of issuing new policies, renewing policies, preparing renewal notices, checking and initialing of all new policies and renewal terms.*
- *Issuing all types of endorsements, handling changes required in policies and able to advise accordingly.*
- *Responsibility of ensuring all tasks entrusted to the subordinates are being handled properly and reported accordingly.*
- *Maintain bookkeeping systems, database and records.*

Previous Work Experience.

⇒ ***Infosys BPO Ltd, form 18th February 2008 to 31 December 2010.***

Role: Senior Process Executive:

Team - Order Management, Post Ship and Returns

Order Management.

- *Assisting customer with booking the order according to their requirements with specific discounts allocated to customer as per Cisco Policy.*
- *Assisting customer with the order change like quantity, cancellation of the order, etc.*

Post Ship –

- *Addressing customer queries once the goods are left from Cisco.*
- *Assisting customer by booking replacement if the whole unit is lost or damaged in transit or to Customer destination.*
- *Assisting customer by booking replacement for spare items that is sub items under main items cables, memory, etc.*
- *Assisting logistics team by contacting the customer for necessary details before the shipment leaves the Cisco.*

Returns –

- *Assisting customer with returning of the goods back to the Cisco through booking of RMA.*
- *Customer comes with the request to return the goods and the return reason would be any one of this.*
- *Damaged goods - In this situation if customer requests for credit then we will proceed with RMA with Credit where customer will be credited once the goods are returned to Cisco.*
- *Faulty Goods - In the situation we will check if the goods are under warranty if so we will book replacement and RMA the faulty goods.*
- *DOA (Dead on Arrival) - In this situation depending on the code we will book \$ value replacement and RMA with Credit.*

Roles and Responsibilities:

- *To Handle the Service Queries, which should be resolved and replied to the Customer within 4 hours from the time it is requested.*
- *Handling Escalated Queries.*

Rewards & Rewards:

- *Rewarded as best performer for Cisco year end by processing maximum requests with 100% Quality.*
- *Consistently appreciated from customer for fast and accurate response to the Queries raised by them.*

ACADEMIA

Bachelor of Commerce (B.com)
Bangalore University.
Government First Grade College.
Channapatna Taluk, Ramnagar District.

IT SKILLS

⇒ *Proficient in Microsoft Office & Internet Applications.*

PERSONAL DETAILS

Nationality	Indian
Address	Bur Dubai, Dubai, U.A.E.
Contact Number	00971 567918241
Visa Status	Employment Visa
Languages Known	English, Hindi, Urdu, Kannada.
Date of Birth	19th April 1982
Marital Status	Married

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Imran Khan