



RAJESH MENDONCA

OPERATIONS | ADMINISTRATION | CLIENT SERVICING



UAE



0551762854



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CAREER OBJECTIVE

To obtain a position whereby I can contribute my knowledge, skills and experience for the organization's business and grow with it.

DRIVING LICENSE

Driving license category
Holding a Valid UAE Driving License

LINKS

Linkedin Profile:
<http://linkedin.com/in/rajesh-mendonca-78b79b83>

LANGUAGES

ENGLISH

HINDI

KONKANI

REFERENCES

GRACE HOOKER
Manager - Generali Global Health

CHARLOTTE STEVENS
Manager - Generali Global Health

SREEKANT SHETTY
Manager - Mednet UAE F.Z.L.L.C

WORK EXPERIENCE

GENERALI GLOBAL HEALTH (DUBAI NATIONAL INSURANCE)
Dubai UAE
Sep 2019 - Sep 2020

Administrator (Operations-Insurance Services)

- Managing administration requests for our international and local clients which include processing endorsements for the group policies, issuance of certificates, ensuring compliance with the mandatory guidelines set by the government authorities.
- Processing new quotes through the quotation tool after analysing the existing benefits.
- Processing invoices for the endorsements of group policies.
- Conducting training internally and externally whenever required.
- Managing internal & external correspondence, co-ordination and follow up with clients.

MEDNET UAE F.Z. L.L.C
Dubai UAE
May 2014 - Aug 2019

Operations (Production) Officer

- Processing activities for our international and local clients which include policy management for groups and individual Policies, handling endorsements for groups & individual policies.
- Training & on boarding for new joiners with regards to the process.
- Resolving escalations when highlighted by clients and managers.
- Interacting with diverse nationalities and highly reputed clients.
- Administrative responsibilities: managing correspondence, co-ordination with clients, follow ups .
- Quality testing of activities processed by colleagues through spot checks, random checks, feedback from clients using survey websites.

HUTCHISON 3 GLOBAL SERVICES
Bombay India
Jun 2010 - Sep 2013

Customer Relations Advisor

- Managing customer relations with Australian customers over the phone and via email.
- Resolving queries related to billing issues, provisioning issues, general product related enquiries, service requests and issues related to handsets and network.
- Resolving escalation calls or making escalation call backs when required.

PERSONAL DETAILS

Date of birth
28th August 1984

Nationality
India

Marital status
Single

- Providing help and support in the absence of supervisor to colleagues in the department by floor walking.
- Preparing quizzes or tests for the department to enhance knowledge levels.
- Highlighting changes required in the existing process to the business improvement analyst team.
- Administrative responsibilities: managing correspondence, coordination, making appointments, follow ups

EARLY CAREER

- **Bombay, India**
WNS Global Services
Senior Customer Service Advisor May 2009-June 2010

Aegon Religare Life Insurance
Executive - Service Delivery Oct 2008 -May 2009

Hutchison 3 Global Services
Lead Advisor Jan 2006-June 2008

EDUCATION

- **CHAMPLAIN COLLEGE**
Vermont USA
2005
Bachelor of Science
- **MAHARASHTRA BOARD**
2002
HSC -Higher Secondary Certificate
- **MAHARASHTRA BOARD**
2000
SSC- Secondary School Certificate

SKILLS

CLIENT RELATIONS

PROFICIENCY IN ADMINISTRATIVE RESPONSIBILITIES

COMPUTER PROFICIENT - MS WORD, EXCEL

TIME MANAGEMENT

HOBBIES

READING, INTERNET BROWSING, COOKING AND TRAVELING

WORK ETHICS

- Strongly believe in flexibility, punctuality, team work, sincerity and dedication