

# Mohammed Ayyaz S

**12+ Years experience Insurance operations, Backend support to sales and Operations** with hardcore expertise in **Insurance, Finance and Customer Service Industry Proven record of building and Maintaining client relationship with Strong understanding of customer needs.** Well versed in Premium banking, life and non-life insurance process, modeling the system using use case diagram, interaction diagrams for improving operational process efficiency thereby contributing to the bottom line revenue and profitability.



## GET IN TOUCH

📍 Dubai, UAE

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**Nationality:** Indian

**Visa Status:** Employment Visa

## EXPERIENCE

**Sehteq Medical Billing Services LLC: Dubai - UAE**  
**Accountant - Coordinator Receivables and Providers**  
Feb 2015 - Oct 2020

- ✓ Processing Providers and **Vendors Payment and reconciliation.**
- ✓ **Reconciliation of Invoices** received from Payers, rectifying the errors and invoicing them on time and **follow up for payment.**
- ✓ Taking care of **Branch HR Activities** -Joining formalities of New Joiners, Documentation, Visa Processing, Renewals and Cancellation.
- ✓ Carrying out **Day to day Banking, Administrative activities and assisting in Auditing.**
- ✓ Responsible for **receivables from AMER Facilities** reconciling them and making sure that amount collected is deposited in time.
- ✓ **Follow up for the payment** from Payer.
- ✓ Responsible **Providers Payment and Payers relations.**
- ✓ Expertise in **RA uploadation** and able to make all **payments in DHA portal.**

**Max Bupa: Bangalore (Mar 2014 - Nov 2014)**  
**Senior executing branch operations and support**

- ✓ Taking Care of **Logins of Health Insurance** Proposal Logins.
- ✓ **Verifying the documents and processing** the same in System.
- ✓ Working as a **primary underwriter** verifying documents and processing the same.
- ✓ Delivering the requirements within the timeframe defined Ensuring **Internal & External customer satisfaction.**
- ✓ **Resolve all the query** and issue within the time frame of external as well as internal customers.
- ✓ Clarify the internal and external customers by facilitate and **resolving their issues and query.**
- ✓ Accuracy in **Receipt Generation**, RTF, Feed file &

## PROFESSIONAL SKILLS

### PAYMENT PROCESSING AND RECONCILIATION

### CUSTOMER SERVICE

### HR ACTIVITIES

### ONLINE BANKING

### PAYROLL PROCESSING

### KEY ACCOUNT MANAGEMENT

### RECEIVABLE MANAGEMENT

### BUSINESS DEVELOPMENT

### INSURANCE RULES AND REGULATIONS

### PROCESS IMPROVEMENT

### CLAIM PROCESSING

### DOCUMENT VERIFICATION



## PERSONAL INFO

**Gender:** Male

**Marital Status:** Married

**Languages:** English, Hindi, Kannada and Urdu.

**DOB:** 07 Jul 1982

Other MIS reports, Premium Banking.

- ✓ Maintain the **100% non compliance in receipt generation** of renewal and new business.
- ✓ **Timely receipting** all the cases without fail so there is no compliance in non receipting of the cases.
- ✓ **Timely collect the premium** which lead got from NOC tele sales team and receipting on time and deposit the premium to bank on time

#### **Future Generali Insurance India Pvt Ltd. Bangalore** **Zonal Operation executive (Aug 2008 - Mar 2014)**

- ✓ Taking Care of **Both Life and Non Life Insurance** logins of South region.
- ✓ **Processing the business sourced** by various distribution channels to an individual or a Group that are eligible for services offered by the Future General Life Insurance India.
- ✓ Working as a **primary underwriter, Initial Verification** of documents Submitted, in awarding of application form received, Client Creation, Follow-up on Life / Non-life policy issuances, Post Issuance Services etc.
- ✓ Prepare and publish **Business MIS** on a daily basis to all concerned.
- ✓ Looking out the **day to day activities of the Branch**, Call centre lead management system maintained for all sales teams of the South zone.
- ✓ Attending Walk in Customers **Building positive relationship with customers** and responding to their needs in a timely manner.
- ✓ **Worked as a Co Coordinator for Alternate Channels** Such as Future Money loan Division, Future money, Appco.
- ✓ **Taking care of South Mall Assurance Operations.**
- ✓ Working **single focal point** for all HO, HC, And Management.

#### **EDUCATION**

**Master of Business Administration (Finance)**  
Time Institute of Management.  
Mangalore University Mangalore,  
India (2003 - 2005).

#### **COMPUTER SKILLS**

Tally ERP, Peach Tree, Dac-Easy, Focus, Ms-Office, Oracle 8.0 and Customised CRMS.

#### **PROJECTS UNDERTAKEN**

Summer internship: Has undergone implant training in "bhatkal urban co-operative bank ltd" and submitted a report on "Deposits, Loans, and Advances and Recovery".

#### **PREVIOUS EXPERIENCE**

**Apollo Sindhoori Capital Investments Ltd Bangalore.**  
**Management Trainee (Feb 2007 - Apr 2008)**