

# SRINIVAS GUMMALLA

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**Passport Number: M6175908**

<b>Gender</b>	<b>Nationality</b>	<b>Marital Status</b>	<b>Date of Birth</b>
Male	Indian	Married	19 <sup>th</sup> Oct' 1990



Seeking a challenging position with a blooming organization where my experience in Financial Services & Insurance Sectors, with a high analytical aptitude and tough commitment can effectively add to the success & financial profit of the firm

## CAREER SNAPSHOT

- ⇒ Highly acclaimed and meticulous Financial Services professional offering **9 years** of experience in **Insurance Sector** particularly in the realm of Insurance Querying, Market Research & Analysis, Operations, **Accounting & Settlements, Claims Processing, Advisory Services, Customer Service** and **Due Diligence Practices**
- ⇒ Was, associated with **Willis Towers Watson (India) Pvt. Ltd.** as a **Senior Analyst – Great Britain**.
- ⇒ Proven expertise in streamlining the accounting functions with focus on authenticity and accuracy in the domain of General Accounting functions
- ⇒ **Customer Service**; adept in determining client's requirements & compliance of those needs, maintaining healthy business relations with customers & external associates for securing repeat business & long term customer loyalty
- ⇒ Hands-on experience in managing SLAs and implementing strategies towards enhancing business volumes and growth while analyzing & assessing revenue potential in new business opportunities
- ⇒ **Eloquent Communicator** with outstanding team leading skills and ability to guide co-members to achieve high level of performance; **Strong analytical & coordination skills** result in a significant reduction in financial issues

## GLOBAL EXPOSURE

- ⇒ Deputed to UK for the migration of work from the UK to Mumbai at Willis Towers Watson Processing Services

## AREAS OF EXPERTISE

- |   |                                  |   |
|---|----------------------------------|---|
| ⇒ Dealing with Underwriters               | ⇒ Research & Query Analytics     | ⇒ Team Management & Leadership                |
| ⇒ Management Information (MI) & Reporting | ⇒ Market Research & Analysis     | ⇒ Managing SLA's Productivity, Accuracy & TAT |
| ⇒ Compliance Management                   | ⇒ Client Relationship Management | ⇒ Key Account Management                      |

## EDUCATION

- ⇒ **Bachelor of Commerce** from Vikas College, Mumbai University, India - Apr 2011

## PROFESSIONAL EXPERIENCE

<b>Willis Towers Watson Processing Services (India) Pvt. Ltd</b>	<b>Apr' 2011 – Feb 2020</b>
<b>Senior Analyst – Great Britain</b>	

Company profile: *Willis Towers Watson Group Is a Leading Global Risk Advisor, Insurance and Reinsurance Broker*

**Placing & Billing: Team : FAJS & HG (Fine Arts, Jewelry & Species And Hughes Gibb)**

- ⇒ Ensuring the level of service to the client to be in line with their expectations and that the Service Level Agreement (**SLA**) is met consistently
- ⇒ Drafting and authorization of Market Reform Contract Documents (Firm Order Slips, Quotes, Endorsements, Certificate of Currency and WEM letters)
- ⇒ Query investigation and resolution (i.e. Internal and external queries from Client)
- ⇒ Producing and Checking of Insurance premiums paid, and payments settled following the standards

- ⇒ Processing and Authorizing Billing entries such as Premium, Fee and Commission ensuring compliance with accounting standards and procedures
- ⇒ Communicating with International Clients as well as Business units within Willis Group via Telephone, e-mails & V-C calls
- ⇒ Training new hires on the process and providing feedback on the areas of improvement
- ⇒ Delivering presentations for the team and providing support in executing the new projects
- ⇒ Adhering to the Compliance norms and avoiding any breach, following the **FCA** rules and guidelines
- ⇒ Generating accurate monthly and quarterly reports for the team and the clients
- ⇒ Maintaining the Monthly Forecast figures for the team
- ⇒ Dealing with the underwriters for to resolve the queries and get the claim settled.

#### **Claims: Team : Construction**

- ⇒ Working as an intermediary between the insurer and the client/insured, providing necessary information, resolving queries and chasing for timely updates via e-mail or over the phone. Also, regularly monitoring payment of claims to ensure quick transfer of funds to the client and to maintain high levels of service excellence
- ⇒ Handling and servicing the global clients from Spain & London
- ⇒ Leading and mentoring a team of 20 members and assessing their performance
- ⇒ Coordinating with other departments like Accounting, Premiums, Placing and Brokers to ensure effective and smooth working of Accounts
- ⇒ Maintaining proper documentation on claim files as per the standard procedures
- ⇒ Effectively handling claims and meeting the defined **SLA** targets with specific to the Business Unit
- ⇒ Conducting File Audits and Desk Reviews on a monthly basis to ensure adherence of policies, procedures & regulations

#### **UK Transition**

- ⇒ Deputed to UK in the month of January 2016 for 16 days to bring down premium process which involved transition of work from UK to Mumbai
- ⇒ Solely handled the primary activities of transition related to market loading, renewals, policy billing etc.
- ⇒ Post Training in UK, imparted an effective knowledge transfer training to the higher Management

#### **Key Accomplishments:**

- ⇒ Rising Star Award and Star Performer Award for exemplary service levels
- ⇒ Spot Award for achieving the targets during the peak month of June for the Australian clients

<b>Diebold System Pvt. Ltd.</b>	<b>Apr 2010 – Jan 2011</b>
<b>EMS Executive</b>	
<ul style="list-style-type: none"> <li>⇒ Managed Diebold ATMs throughout the country</li> <li>⇒ Provided online technical support to field engineer</li> <li>⇒ Handled escalations as and when required as per the matrix provided internally and externally</li> <li>⇒ Communicated and followed up with branch manager &amp; zonal branches through mails &amp; phone</li> </ul>	

<b>Franchise Mart India Pvt. Ltd. (Mumbai Branch)</b>	<b>Feb 2009 – Apr 2010</b>
<b>Marketing &amp; Sales Executive</b>	
<ul style="list-style-type: none"> <li>⇒ Involved in identifying new business deals &amp; pursuing the right leads personally or through calls</li> <li>⇒ Deployed effective negotiating and selling strategies in the key areas</li> <li>⇒ Established and maintained positive working relationships with the clients after sales</li> <li>⇒ Documentation using office automation</li> <li>⇒ Maintaining relationships with clients and achieving sales targets through mentoring &amp; guiding the team</li> <li>⇒ Met targets through cross selling and involved in channel expansion &amp; business development</li> </ul>	

#### **TECHNICAL SKILLS**

- ⇒ Well versed with Microsoft Office Suite (Word, MS-Excel, PowerPoint, Outlook).

I hereby declare that the above details are true and correct.

**Srinivas Gummalla**