



Indian Citizen

CONTACT

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EMAIL

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DOB – 13th November 1991

EDUCATION

MBA Marketing, Gandhinagar Institute of Technology , Ahmedabad , India

June 2012 – June 2014

BCom, R J Tibrewal Commerce College , Ahmedabad, India

June 2009 to June 2012

KEY SKILLS

- Effective communication skills.
- Quick Learner.
- Flexibility.
- Positive approach towards
- Trustworthy and Reliability.
- Self Confidence and Positive influence.

WORK EXPERIENCE

AXA Gulf (Insurance Company) – June & July 2020 (outsourced by Transguard)
Customer Service Executive - Call Center (Healthcare)

- Handling customer, broker , company HR and employee calls regarding their group medical policies pertaining their TOB , plans and any existing information required by them.
- Updating contact details of the callers under group policies.
- Addition of members to individual medical policies.
- Checking of all required documents for adding members to existing individual policies.
- Marketing of the AXA app for the convenience of the members .

MetLife(American Insurance Company) - January 2019 till June 2019 (outsourced from Adecco)
Employee Benefits Administrator (Operations) – Medical and Life policies for companies in UAE

- Issuing medical policies as per customized client requirements.
- Medical policies to be issued for client, broker, agents.
- Checking for the availability of all accurate documents for the process.
- Issuing policies with precise and correct information regarding client, products, coverages and commissions (if any).
- Checking of individual product rates as well as group rates for the policies.
- Validation of VAT amount for all the medical products.
- Assisting customers with their maintenance requests for faster and efficient customer satisfaction.
- Initiating billing procedures for some policies depending on the size and amount of premium.
- Issuing of medical cards and releasing the same to the client at the earliest to meet their requirements.
- Preparation of reports to get the team / individual targets on day-to-day basis.

Oman Insurance (From October 2016 till April 2018)

Officer – Customer Service (Motor/ home/ medical , general insurance)

- Dealing directly with customers for their enquiries.
- Identify and assess customers' needs to achieve satisfaction
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Prepare and distribute customer activity reports

- Handling calls of the customer
- Maintain customer databases
- Manage administration
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process
- Preparing quotations to be insured.
- Issuing of quotations.
- Following up for the payment.
- Working on new, renewal policies

Gargash Insurance Brokers – Sharjah , UAE (November 2015 till April 2016)
Junior Customer care Executive – Motor Department

- Liaising with the customer for the insurance details.
- Collecting details such as TC number, Registration details etc. for the insurance policy.
- Preparing quotations for the motor vehicle to be insured.
- Issuing of quotations.
- Following up for the payment.
- Working on new, renewal policies.
- Coordination with various insurance companies regarding details such as insurance rates, premium approvals, excess, third party coverage, comprehensive etc.
- Attending the walk-in customers and provide maximum customer satisfaction.

Interactive Manpower Solutions Pvt. Ltd. – Medecho Locums
Recruitment Consultant & Customer Service (June 2014-February 2015), Ahmedabad, India

Reporting to Assistant Manager (Operations)

About Interactive Manpower Solutions:-

IMS is an organization that has number of agencies working under its name and one of them being Medecho. It is an agency that helps in providing manpower to different companies in different parts of the world.

About Medecho Locums:-

Medecho is a framework agency that offers locums to doctors in all NHS hospitals in different parts of UK. Medecho has its head office at Cumberland House, London. After its successful work in UK, Medecho has been established in India to expand its business.

Responsibilities:-

- Responsible for handling and recruitment of clientele base of employees (doctors) and servicing and coordinating with them in the UK market.
- Coordination with the network of employee and hospitals.
- Coordination regarding the employee's availability, specialties they would be interested to cover, pay rate and any other preferences and coordinating between them and the hospitals.
- Welcomes new employees to the organization by conducting orientation.
- Provides payroll information by collecting time and attendance records.
- Liaised between employees and the management in a courteous and professional manner
- Submits employee data reports by assembling, preparing, and analyzing data.
- Maintains employee information by entering and updating employment and status-change data.
- Completes operational requirements by scheduling and assigning administrative projects; expediting work results.
- Contributes to team effort by accomplishing related results as needed.
- Opening, sorting and distributing incoming correspondence
- Answering calls from employees/ hospitals regarding their inquiries
- Scheduling and coordinate meetings, appointments and travel arrangements for the hospitals/ employees
- Maintaining office supplies for department