




Akash Madurai

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Summary:

Dedicated insurance professional experienced in investigating and processing automobile insurance claims. Excel at analysing damages, interpreting policies and negotiating payment solutions effectively. Manage multiple, high priority projects and take pride in providing exemplary customer service.

Skills:

Customer Service Representative, Back End Operations, Problem Solving, Leadership, Team Management, Organizational & Interpersonal skills, Effective Communications, Highly Resilient, Versatile, Strategic-relationship/Partnership-building, proficient at MS Office.

Work Experience

All-State Pvt Ltd -

Senior Technical Support

21th Nov 2019 – 31st Sept 2021

- Technical analysts interact with management, clients, and developers.
- It's important for technical analysts to be communicators with different groups.
- Negotiating skills between various stakeholders is an essential skill
- Technical analysts know technical language, and how to communicate this to varying levels of technical understanding.
- Manage, troubleshoot, and respond to customer issues on product and Integration issues, ensuring appropriate resolution time, Identifying and reporting functional defects to higher levels for Support
- Willingness to participate in on-call support during evenings and weekends.
- Manage priorities and act on factors that create priorities

WNS Global Pvt Ltd - AVIVA Insurance PVT LTD -

Subject Matter Expert: (Insurance Collections)

10th Jan 2016 – 30th Sept 2019

- Monitor accounts to identify outstanding invoices, Investigate historical data for each invoice
- Find and contact clients to ask about their overdue payments. Take actions to encourage timely invoice payments
- Resolve billing and customer invoicing issues. Update account status records & collection efforts
- Report on collection activity and accounts receivable status.
- Professionally communicate with internal and external personnel via phone, email, mail or personally and Perform other related duties as required and assigned
- Main point of contact for bankruptcy proceedings You will practice and adhere to the Parallon "Code of Conduct" philosophy and "Mission and Values Statement".
- You will attend Privacy and Security Training as required by the Awareness Program and comply with all guidelines, policies and procedures to assure sensitive or confidential information is protected in accordance rules and regulations.

Sales build India Pvt. Ltd: -

Research Analyst

26th Jun 2014 – 29th Dec 2015

- Drive forward cross functional projects, often ambiguously defined, and advocate for solutions that improve the speed and accuracy of new product launches
- Identify industry trends to ensure our software solutions are best-in-class
- May be assigned to mentor junior team members and/or manage vendors
- Identify, analyse, and coordinate high visibility process engineering initiatives to improve speed-to-market of major product launches
- Working with other team members to create research and evaluation materials as needed, including research reports, policy analyses, summaries, and presentations
- Working with other team members on projects and assignments as requested by agency leadership

Education

- 2009 – Poona College of Commerce - HSC
- 2006 – National Institute of Open School

Personal Information

- Date of Birth: 20th November 1991.
- Marital Status: Single
- Visa Status – Visit Visa (Valid till – 01st March 2022)
- Languages Known: English, Hindi & Marathi

Declaration:

I solemnly declare that all the above furnished information is free from error and accordance with fact or truth up to the best of my knowledge.

Place: Sharjah

Signature:
Akash Madurai