MIHIR JAYESH MANIAR

4, Pragji Niwas, 145 C Arvind Colony, S V Road, Irla, Vile Parle (West), Mumbai – 400056

**Career Summary**

A result oriented professional with more than 8 years of rich experience in Insurance Industry (**Life & General**) across various functions like Customer Service, Claims, Finance, Financial Operations & Operations Management. Developing innovative solutions to optimize cost and maximize profitability.

**Strengths:**

* + - Self-driven, Motivated & Dedicated
    - Effective communication skills and excellent interpersonal skills with proven abilities in Customer relationship management & rapport building.
    - Ability to work under pressure, deliver within timelines and precise
    - Ability to grasp new concepts quickly & accept new challenges.
    - Think out of the box and work with a plan

**Achievements:**

* + - **Rated Exceptional for 4 times (6 on 6) in a row in Edelweiss Tokio Life Insurance Company (FY 11-12 TO FY 14-15)**
    - **Nominated in top 3 for Risk Titan in Edelweiss Titan Awards (Group Level Award), the category was open across LOB’s and PAN India employees.**
    - **Received Gold Award for Good Marketing Research (Indian Insurance Market) along with Japanese expats in the Tokio Marine Global Training Programme.**

**Professional Experience:**

**TATA AIG General Insurance Company: (Feb’16 – Till Date)**

**Role: Assistant Manager**

**Job profile: Operations Management & Analytics**

* Analyzing the customer base and giving important behavior based customer retention insights leading to better performance, cost effectiveness and efficiency of operations.
* PAN India Incentive & Contest payments processing for field executives & Call Centers.
* End to end Customer Life Cycle Management & Data Enrichment.
* Preparing monthly presentations for the entire enterprise functions (Operations, Facilities, Retention, Customer Service, & Budget) for reviews with the CEO & Senior Management.
* Drive and support key strategy projects/models and initiate process improvements for the entire enterprise function.

**Edelweiss Tokio Life Insurance Company: (Mar’11 – Jan’16)**

**Role: Assistant Manager**

**Job profile: Financial Operations & Vendor Management**

**Financial Operations**:

* Processing commissions for PAN India agents and intermediaries across Channels
* Processing Incentive Pay-outs for all eligible sales employees as per the incentive structure across channels for PAN India employees.
* Processing Contests, R&R and productivity based conveyance re-imbursement for Agency Channel.
* Processing all over and above payments based on productivity and slabs applicable.
* Processing end to end customer payouts such as free look refund, surrender, loan, death claim, monthly pay-outs to deceased life insured’s nominee, company initiated refunds due to non fulfillment of requirements, excess premium refund etc.
* Doing detailed and thorough UAT for every product commission and customer pay-out per say.
* Handling Internal, Statutory and Regulatory audits for all the above mentioned activities.
* Ageing and suspense reconciliation for all the above mentioned activities.
* Built internal controls in all the above activities (System based maker – checker concept) which ensured that there are no instances of credit in an incorrect account no, duplicate payments, excess or short payments.
* Ageing and suspense analysis and re-processing of all failed pay-outs.
* Built Commission Payout system & Incentive Payout system providing end to end requirements liaising with IT Team. Both the systems are built in house, purchase of such systems from vendor’s ranges in crores, thus saving cost.
* Preparing data for every important meeting with the intermediaries and timely reconciliation with the big one’s
* Business Analysis done on various factors like Income, Expense, Trends, Productivity, Effectiveness, Branch Health Indicator
* Analyzed the business of all life insurance business for all channels for various months, which helped to formulate incentive & contest structure, sorted channel wise.

**Vendor Management**:

* Responsible for setting up an end to end Vendor Management Process for all functions coming under the COO’s purview.
* Empanelment of new vendors.
* Preparing term sheets and executing agreements with the vendors by co-coordinating with Legal & Compliance Team.
* Review and assessment of existing vendor’s performance by setting up monthly/quarterly reviews basis on criticality of activity and volume.
* Payment processing of all the vendors.
* Budgeting vs provisioning vs Expense Analysis.
* Ensure that the delivery of every vendor is as per the agreed service level agreement (SLA) and penalize if SLA is not met, thus saving cost, optimizing vendor efficiency.

**Role: Senior Executive – Financial Operations**

**Job profile: Payouts Operations**

* Processing commission for PAN India agents and intermediaries across Channels
* Processing end to end customer payouts such as free look refund, surrender, loan, death claim, monthly pay-outs to deceased life insured’s nominee, company initiated refunds due to non fulfillment of requirements, excess premium refund etc.
* Processing all over and above payments based on productivity and slabs applicable.
* Doing detailed and thorough UAT for every product commission and customer pay-out per say.
* Handling Internal, Statutory and Regulatory audits for all the above mentioned activities.
* Ageing and suspense reconciliation for all the above mentioned activities.
* Preparing data for every important meeting with the intermediaries and timely reconciliation with the big ones.

**Role: Executive-Finance**

**Job profile: Finance & Accounts**

* + - Processing - Employee Re-imbursements, Policy Payouts & Vendor Payouts
    - Preparing Bank Reconciliation Statement
    - Preparing and Maintaining MIS of all the payment activities listed above
    - Suspense Reconciliation.
    - Assisted in preparation of Financial Statements (Commission, Premium & Operating Expense Schedule)
    - Framed the Travel policy & Sales re-imbursement process for the company
    - Implemented Employee Re-imbursement system (Astral) after through rounds of UAT
    - Evaluated and implemented the Reconciliation Manager

**Future Generali India Life Insurance Ltd :(Jul’08-Mar’11)**

**Role: Claims Executive:**

**Job Profile: Claims Analyst**

* + - Preparing Case Assessments for Claim Cases amounting less than 1 Lakh INR.
    - Making system enhancement and presenting the business needs to the IT department on behalf of the Claims Team
    - Following up & Co-ordination with investigators for speedy closure. SPOC for Group Claims to interact with the clients on behalf of the company.
    - Preparing all communications sent to the customers (Initial Letter. Reminder Letters, Payment Letters, Decision communication letters)

**Role: Contact Centre Executive:**

**Job Profile: Contact Centre Executive**

* + - Handled Customer Care ID of the company for resolving customer queries on mail for all Life & General Insurance products.
    - Handling customer queries/requests/complaints on Inbound Calls.
    - Doing outbound Renewal Calling, HNI Calling & Persistency Calling.
    - Played a pivotal role in setting up the Total Quality Management (TQM) by documenting all process pertaining to Customer Service and defining quality parameters.

**SRR & CO - Chartered Accountant Firm (Dec’07-Jul’08)**

**Role: Articled Auditing and Taxation Assistant**

**Job profile: Articled Assistant**

* + - Assisting in preparing income tax assessments.
    - Auditing of Profit and Loss, Balance Sheet, Cash Book, Petty Cash Book, Journal Entries etc. Preparing Audit Report
    - Interacting with the management of the company and discussing the queries, verbal presentation of the report and assistance to them if and when required.

**Educational Qualification:**

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| --- | --- | --- | --- | --- | --- | --- |
| **Exam** | **Year of Passing** | **Percentage Scored** |  | **Exam** | **Year of Passing** | **Percentage Scored** |
| SSC | 2005 | 78% |  | CPT | 2007 | 65% |
| HSC | 2007 | 81% |  | BCOM | 2010 | 61% |

**Computer Proficiency**

* + - MS Office

**Language Proficiency**

English, Hindi, Marathi and Gujarati

**Personal Information**

Date of Birth: 26/04/1989

Gender: Male

Marital Status: Single

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

**(Mihir J Maniar)**