

# GWYNETH MOICHELA

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Insurance risk analyst passionate about finance and optimizing business processes.

My strengths include a strong work ethic, analytical thinking ability, high attention to detail, exceptional customer service skills, organizational skills and an ability to adhere to deadlines whilst maintaining accuracy.

I am seeking to leverage these skills to contribute to company growth by providing a seamless client experience.

## WORK EXPERIENCE:

17 JANUARY 2022 - TO DATE

**PRICING SPECIALIST**, MOMENTUM CORPORATE

As a group insurance pricing specialist, I am responsible for establishing prices for insurance products. This is achieved by evaluating the risk as well as market expectations.

### Achievements:

June 2022: I received an award for assisting a consultant with providing quotes way before the deadline. The client was impressed with the quick service provided and we were able to secure the business.

May 2022: I received a teamwork award for assisting my teammates when we were understaffed, I took on additional work and we were able to deliver to clients on time.

### Responsibilities:

Conduct research to assess the severity of risk

Risk assessment to determine rates for group risk benefits

Determine rates for schemes

Review rates and free cover limits for schemes

Ensure that member data and benefit structure is loaded correctly

Ensure that there are no discrepancies with the provided data

Meet deadlines for issuing of new business quotes

**1 JANUARY 2021 – 31 DECEMBER 2021**

**CLAIMS ADMINISTRATOR, DISCOVERY GROUP**

As a claims administrator my primary role was to perform administrative duties related to disability insurance claims, tracking claims and reporting on claim statuses

Responsibilities:

- Attend to client queries by email and calls
- Provide backend support by assisting call center agents with queries
- Maintain 24-hour service level agreement for allocations and process correspondences
- Ensure claims are forwarded for assessment
- Responsible for processing medical payments
- Issuing of proof of payments to clients
- Issue claim review reminders to current active claimants
- Compile claim reports when required
- Register claims on the iCompare database
- Capture and update new and existing claims on the database

**1 AUGUST 2020 – 30 DECEMBER 2020**

**PRICING ANALYST (LEARNER), DISCOVERY GROUP**

Responsibilities:

- Risk assessment to determine rates for group risk benefits
- Determine price for schemes
- Implement benefit enhancements for group risk benefits
- Review rates and free cover limits for schemes
- Ensure that member data and benefit structure is loaded correctly
- Ensure that there are no discrepancies with the provided data
- Meet deadlines for new & existing business

## **ACADEMIC HISTORY:**

**13 JANUARY 2020 – 31 DECEMBER 2020**

**WEALTH MANAGEMENT – NQF 5, DISCOVERY GROUP**

- Economic principles and Ethics in a business environment
- Risk in Financial services and Tax in investment classes
- Group risk insurance & Money laundering,
- Retirement fund benefits
- Wealth Preservation & Estate Planning

**NOVEMBER 2015**

**NATIONAL SENIOR CERTIFICATE, NGAKA MASEKO HIGH SCHOOL**

**Subjects:**

- Mathematics,
- English FAL, Setswana HL,
- Geography, Life Sciences,
- Life Orientation and Physical Sciences

## **SKILLS**

- Risk Analysis
- Proficient in Microsoft Office 365
- Monthly reporting
- Database error reporting
- Database management
- Client management

## **REFERENCES**

Jasmina Von Doorze | Team Leader – Pricing | Momentum Corporate |  
Work Line: 084 660 6382

Thembinkosi Mathebula | Team Leader - Claims | Discovery Group Risk  
Work Line: 074 775 1081

Jonathan Pillay | Team Leader – Pricing | Discovery Group Risk  
Work Line: 011 529 1840