

UMITA BHATT

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PROFILE SUMMARY

- An enthusiastic professional with up to **5+ Years** of exposure in **Insurance Sector** (Shriram General Insurance Company Ltd.) and **Automobile product and service sector** (Shriram Automall, SAMIL). Seeking a role aiming to deliver outstanding performance in all settings and dedicated to achieve a growth in career through persistent efforts and continuous learning.
- **PGDM in Marketing and Finance** from IILM Academy of Higher Learning, Jaipur in 2010
- Got **Appreciation award** and **Promoted** as a **Cashless Dept. Head** within Six month of joining.

PERSONAL STRENGTH

~Exposure to insurance sector

~ AutoMall Expert

~Comprehensive problem solver

~Willingness to learn new things

ORGANIZATIONAL EXPERIENCE

Feb 2021- Till Date in **Shriram Automall, SAMIL, Ahmedabad, India** as **Assistant Manager (CSE)**

Dec 2017- May 2018 in **Shriram Automall, SAMIL, Udaipur, India** as **Customer Support Executive.**

Key Result Areas:

- Answer all the queries of SAMIL customers and walk-in customers related to products and services of SAMIL.
- Take ownership to understand customer issues and address & resolve in coordination with respective heads.
- Provide Training to SAMIL customers and SAMIL team on technology & other SAMIL initiatives. Ensure customers are using all the applications.
- Undertake documentation services and other customers through the network of RTA agents.
- Generate new deals related to walk-in customers and update the same in the system daily.
- Ensure 100% of the online conversion of the listings owed for the Automall.

June 2010- Jan 2014 in **Shriram General Insurance, Jaipur, India** as **Claims Executive**

Key Result Areas:

- Carrying out duties related to **processing and reviewing Insurance Claims. Reviewed files**, Contacted relevant parties and performed a multitude of tasks to ensure that the claims files were completed correctly and ultimately closed
- Responsible for **handling the Motor Cashless facility** along with the empanelment of the cashless garages. Focus on time frame (TAT) for claim settlement
- Assured fair **settlement of claims through analysis by technical experts**

IT SKILLS

- MS-Office. Internet Applications

ACADEMIC ACHIEVEMENTS

- **Student Coordinator** in The **Fourth Dialogue** on “**Relative Economics**” in association with ICENS and IILM AHL, Jaipur at Jain Vishwa Bharti, Ladnu
- Honored with **Director’s Appreciation award** for active participant in all college activities 2007-2009 from IILM-AHL.

TRAINING ATTENDED

Organization: AXIS BANK, JAIPUR (RAJ.)

Duration: 45 Days

Project Title: “Comparative analysis of loan against property and its operations”

EDUCATION

- 2010: **PGDM in Marketing and Finance** from **IILM AHL, Jaipur**
- 2007: **B.A** from B.N PG Girls College, M.L.S.U. Udaipur.
- 2004: **XII Std.** from Govt.Senior Sec. School, RBSE Board, Rajsthan.
- 2002: **X Std.** from Govt. Senior Sec. School, RBSE Board, Rajsthan.

PERSONAL DETAILS

Languages Known: English, Hindi, and Gujarati

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