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| A person smiling for the camera  Description automatically generated with medium confidence |  | **MINI MOHAN** Team Lead **Genpact India Private Limited**  April 2021 till September 2023 (2.6 Years)  Total Experience: ~10 Years |
| Professional summary  * Close to 10 years of progressive experience in varied domains namely Investment Banking, Logistics Co-ordination, Property and Casualty Insurance Data Aggregation, Reinsurance, Life Insurance and US Inland and Ocean Marine Insurance * Works effectively with cross-functional teams ensuring operational and service excellence * Effective communicator with high impact presentation abilities  SKILLS  * Transition Management * Service and Delivery * People Leadership * Compliance Management * Stakeholder Management * Change Management  major trainings  * Lean Six Sigma * Associate in Insurance 21  tools MS Office  MS Visio Contact PHONE:  +91 97390 95911  +91 98806 38030  EMAIL:  [minimohan1985@gmail.com](mailto:svvinay@yahoo.co.in)  ADDRESS:  #10, “Tulasi”, 2nd Floor, 20th Cross,3rd Block, Vishwapriya Layout, Begur, Bangalore- 560 068  **Marital Status and DOB**  Married &4th July 1985  **Language** **Known**  English, Hindi, Kannada, Malayalam, and Tamil  **visa**  Held Business Visitor Visa to the United Kingdom  **Other Personal skills**  Classical Dance |  | Team Lead |us iNLAND AND oCEAN MARINE INSURANCE | Property and casualty Underwriting|gENPACT| APRIL 2021 – September 2023  * Liaise between client and internal stakeholders and ensure delivery in accordance with service levels agreed with the client * Manage a span of 25+ members working on the US Inland and Ocean Marine Endorsement Transactions * Operate as a subject matter expert (SME) and escalation point for issues resolution and client escalations * Manage performance of team members through coach back feedback and appraisals * Identify and facilitate opportunities for operational efficiencies * Maintain reports and documentation defined as per the business needs * Handle new hire training, cross training, and process updates training * Perform root cause analysis and draw action plans to ensure field operations service escalations are at a minimum  Data processor |UK Property and Casualty INSURANCE DATA aggregation |reinsurance|Life insurance|Arthur J Gallagher & Company| June 2016 – june 2020  * Travelled to London, United Kingdom for transition of data aggregation process * Experienced in data aggregation, reinsurance, claims handling and policy administration processes * Analyze the performance of various LOBs, ensuring reserve adequacy, calculating margin for adverse aviation and so on * Analyze reinsurance treaty profitability by developing suitable models and periodically share insights with leadership * Adjudicate claims in accordance with policy terms and conditions * Experienced as an internal quality auditor for various policy administration process * Managing the best overall client account status * Experienced in training new hires, query management and reporting * A successful team member for 3 pilot processes  customer care associate |cargo and LOGISTICS |Dell international services private limited| March 2014 – May 2016  * Handle end-to-end customer related issues post order download till delivery and post-delivery * Processing Customer orders over calls and mails * Handle customer inquiries, complaints, billing questions and payment extension/service requests, refunds * Manage a high-volume workload within a deadline-driven environment * Ensure complete customer satisfaction * Follow-up on client order status with internal sales & logistic team and provide timely update to the client * Officially commended for initiative, enthusiasm, intense customer focus and dependability in performance evaluations * Got Spot Award as the best customer support representative (Out of 30 reps within the division)  Audit analyst |Us investment banking |JP morgan chase and company| Nov 2009 to April 2010  * Analyzing and processing audit requests * Confirming customer creditability to mortgage companies * Verification of loans * Providing account information to auditors to prepare financial statement  educational qualification  * Master of Business Administration (Finance), Magnus Business School, Tilak Maharashtra University * Bachelor of Commerce, NMKRV College, Bangalore University |