

Trainer Profile – Akram

Profile

- Performance-driven professional with nearly 6 years of experience in managing Underwriting Operations, Claim Analysis & Settlement, Client Servicing and People Management with key focus on optimal utilization of resources
- Possess a clear understanding of the General Insurance & Reinsurance industry with the merit of instituting new practices to achieve business excellence at the lowest overall cost
- Extensive experience in all aspects of Underwriting, Policy Servicing and Claims Processing activities
- Expertise in managing onshore & offshore transitions, migrations & deployments from current to future business operations; deputed to UK for leading process transformations
- Proficient in leading teams for running successful service delivery & process operations and experience of implementing procedures, service standards for business excellence
- Capabilities in setting out quality standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs
- Proficiency in streamlining processes, defining continuous improvement processes, developing employees' strengths and building teams & processes for smooth operations
- An effective communicator with excellent relationship building, interpersonal, analytical, problem-solving & organizational capabilities

Educational Qualifications

- MBA (Finance & HR) from East West College of Management, Bengaluru in 2009
- BBM (Finance) from SACBM, Bengaluru in 200

Skillset

- Claims Processing & Settlement
- Insurance/Underwriting Operations
- TAT/SLA Management
- People/Process Management

- Escalation Management
- Stakeholder Management
- Delivery Management
- Reporting & Documentation
- Training & Development

Certifications

- LM1-Level 1 London Market Insurance
- Next Step Methodology

Professional Summary

- **Since July'16 working as Freelance Consultant & Trainer**
 - Operates a variety of client systems and performs complex tasks and activities without supervision following information security policies, procedures and guidelines. Meets and exceeds client performance standards
 - Interacts with co-workers and supervisors to audit and troubleshoot to meet client needs in a timely manner. Takes initiative to find solutions and works effectively as a member of the team
 - Develops and implements procedures to meet quality, quantity, and timeliness standards
 - Composes clear, polite, and well-organized emails to communicate with clients. Anticipates client needs proactively and takes initiative
 - Coach less-experienced staff in learning procedures and insurance knowledge
 - Analyzes the root cause of processing problems and keeps team and supervisor, and client informed of issues and solutions
- **Dec'10 – Jun'16 with Xchanging Technologies India Pvt. Ltd., Bengaluru as Subject Matter Expert (Claim Technician for Lloyds Claim Office)**
 - Reviewed insurance agreement & claims document provided by broker and experts and processed claims by capturing of relevant data/information provided by the client (broker, experts & underwriter) into the Class System (CLASS - Claims Loss Advice & Settlement)
 - Collaborated with brokers pertaining to details and raised queries on the mismatch of settlement amounts with actual figures, market shares and slip orders
 - Created logs for CTP cases processed by offshore technicians and ensured compliance to SLA parameters
 - Established and adhered to the highest services standards at the individual and team level
 - Imparted trainings and managed trainings related documents such as Planning Report
 - Resolved the issues/escalations raised by the team members, analyzed the root cause and planned for mitigation
 - Analyzed monthly quality report of the team; planned for training initiatives and maintained training matrices
 - Reviewed and allocated the workflow as per skills and capacity

- Maintained and updated work allocation in PEGA system ensuring individual work allocation was monitored and managed accordingly
- Measured the team performance targets and results in accordance with organization standards; assisted and mentored the team members as and when required
- Contributed in transitioning the part of TPST work to offshore
- Imparted training to 4 trainees in multiple COBs (Onshore)
- Completed more than 15,000 claims throughout tenure; provided optimum service to cleared
- Transformation of Paper Claim Files to Electronic Claims on ECF2 Application in the Year 2013
- Participated in pre-sales strategy planning and demonstrated for Account History Calculator tool to retrieve premium status based on currency in the Year 2015
- Played major role in the following activities:
- Transition of Direct Request, Direct Reporting and Direct Settlement in the year 2013
- Level4 Complex Binders Transition Process in year 2015
- Prepared KSD, process flow and procedures after the transition and successfully stabilized the project in Bengaluru
- Successfully trained and accredited 50 technicians at offshore Bangalore location
- Submitted one Kaizen approved by management