**RAJEEV PAWAR**

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Mobile No: +91-9762002456

**CAREER OBJECTIVE**

* To look for a career which provide me space for my creativity and application of the acquired knowledge.
* To utilise my talents and abilities at its best for the betterment of the organisation and to grow with the organisation.

**WORK EXPERIENCE**

**Company : WNS – Hyperion-Howden, SP Infocity, Pune**

**Designation : Senior Customer Service Associate**

**Duration : 14 months**

**Roles and Responsibilities:**

Hyperion group is one of the biggest brokers in London market. Underwriting plays the most important role in insurance.

I have been associated with different policies of claims underwriting in my current role.

Was given an opportunity to fly onshore for transition of the below processes.

Howden Overview:  Howden is an international insurance intermediary group with insurance broking and underwriting agency. It is the only international broker with Offices in the UK, Europe, Asia and the Middle East. It provides a range of specialist insurance solutions to clients across globe.

**Job Description:**

Process                : Corporate

Team                       : PILOT Process

Profile  : Underwriting

Identify and Provide claims history to client.

Mid Term Adjustments

Renewals

Aviva Mid

RSA Mid

Sanctions Check

Cancellations

Allocation of task

**Tools**

Citrix, Content Manager, Outlook, Mid Portal, RSA Mid Portal, Comply Advantage, Excel, etc.

**Company : WNS Aviva, Magarpatta Cyber City, Pune**

**Designation : Senior Customer Service Associate**

**Duration : 5th Jan 2009 till October 2018**

**Roles and Responsibilities:**

Aviva is a key player in the UK insurance industry. Motor Insurance plays a key role in their General Insurance Portfolio.

I have been associated with various Vehicle Damage aspects of Motor Claims within my current organization.

**Job Description:**

Process                : Third Party Management

Team                       : PILOT Process

Profile  : Incident Manager

* Third Party Management - PILOT Process
* Ownership of the claims.
* Managing personal mailbox (WIP)
* Handle claim for Policy Holder and Third Party Claimants.
* Identify and investigation on fraudulent claims.
* Deal with the technical aspect of the claim.
* Direct contact with Policy Holders, Policy Holder Brokers.
* Deal with Third Party, Third Party Insurers, Representatives and Solicitors.
* Deal with Third Party vehicle damage, property damage and uninsured losses.
* Deal with Allegations, Proceedings and Litigations from Solicitors.
* Investigate claim responsibility status.
* Deal with Estimates, Engineer’s report and Repairs Invoices.
* Progress towards settlement of claims.
* Set Up - Third Party Management/ First Party Motors
* Have worked extensively in setting up new claims as part of the New Claims Team
* To set up failed claim.
* Investigate if at fault or Non-fault claim from circumstances.
* Create own damage, third party, recovery, injury, dispute and credit hire elements.
* As per the responsibility status update the no claims discount for policy holder.
* Book the repairer for vehicle repairs and associate relevant details on the claim.
* Arrange for vehicle inspection.
* Diary the claim – First Party Motors
* To keep the claim status open for the claim to be progressed.
* Vehicle Status - repairable or total loss.
* Estimates, engineers report and invoice received on the file.
* Payments to the supplier and policy holder.
* Claim Closure.
* Posts
* Action appropriate various correspondences received on file via emails, letter and fax.
* Reassigning correspondence received from third party insurance company, solicitors and third party representative to the respective department to deal.
* Dealing with personal belongings invoices for policy holder.
* Dealing with repairs invoices for policy holder and third party.
* Deal directly with engineers for vehicle assessments and inspections and approvals.
* Invoice Processing
* Identify Estimates, Engineer’s report and Repairs Invoices.
* Validating estimates, engineer reports, vat and invoice.
* Process invoices raised by team members on claim towards settlement.
* Reject invoice payment raised incorrectly or with inappropriate information and associations.
* Processing personal belongings invoices.
* Reports
* Extract daily utilization and production data and provide report to manager on daily basis.
* Allocate and assign work to team members and to make sure TAT is met.

**Tools:**

Exceed, Guidewire, Mainframe Based, Merlin, IVM, Content Manager.

**PROFESSIONAL ACHIEVEMNTS**

* Received STAR OF THE MONTH award for excellent performance in WNS Aviva.
* Consistently stood top performer and above mark in terms of quality in WNS Aviva.
* Arranged and trained claim handler on the CPL Errors.
* Have been a part of Pune to Mumbai 86 Miles Cyclothon with onshore client

**Extracurricular activities:**

Like to stay fit and healthy doing regular cycling and meditation. Listening to music, spending time with family and friends

**Company : ZENSAR Technologies (BPO2)**

**Designation : Senior Customer Service Associate**

**Duration : October 2007 – December 2008 (1 year 2 months)**

**Roles and Responsibilities:**

* Worked as a Senior Customer Service Associate for Irish Process "Talk-Talk".
* My Role involved analysis, segregating customers as per their requirements and needs, convincing and selling the products.
* Adapted good communication skills and product knowledge through consistent interaction with customers as well as my senior associates.
* Worked as a strong team player and helped other associates.
* Improved my basic computer skills such as browsing, reporting, and processing.

**OVERSEAS**

**Ireland (ROI)**

With my excellent performance was given an opportunity to work onsite with the client **INTERACTIONS** for a duration of 3 months from March 2008 – May 2008

## National Assessment Agency (UK)

United Kingdom Educational System.

**EDUCATIONAL QUALIFICATION**

Passed Higher Secondary School from Pune University

**PERSONAL INFORMATION**

Name : Rajeev Umesh Pawar

Date of Birth : 31st Dec 1984

Place of Birth : Pune

Nationality : Indian

Blood Group : AB+

Languages Known : English, Hindi & Marathi

Permanent Address : Om Gangotri Co-Operative Housing Society,

Plot No. 6, Sarve No. 56/4/2, Behind Stella Maris High School,

Balaji Nagar, Lane No.1, Vadgoan Sheri,

Pune – 411014

Pan Card No : AUDPP3554H

Passport No : S0434787

Aadhar Card No : 7575 6124 3611

Place of Issue : Pune