ANJANA DINESH

Professional summary
Proven expertise in insurance products, service and customer needs. Familiar with analyzing documentation, liaising between parties and handling both routine and complex issues each day. Identifies and resolves concerns while promoting new products and meeting sales objectives.

CONTACT

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CERTIFICATIONS

- **ServiceNow System Administrator CSA(in progress)**
- **Quality Assurance**
- **Abu Dhabi Healthcare Information and Cyber Security (ADHICS) Standard & IT Security**
- **Apple Certified Support Professional 10.9**
- **Web designing**
- **Software Testing**
  Ethical Hacking
- **ICA Certificate in Financial Crime Compliance**

LANGUAGES

English
Malayalam
Hindi
Kannada
Tamil

WORK EXPERIENCE

08/2022 – 06/2023   **Individual Medical Insurance Officer**
Unity Insurance Broker LLC- Abu Dhabi, UAE

- Compare insurance policies with underwriters to find the best fit for clients.
- Provide advice on all aspects of an insurance policy, including provider level (hospital network), area of coverage, indemnity limit, deductibles and coinsurance options, add-ons such as dental, optical, etc.
- Provide clients with benefits, network list, application forms, and estimated premiums.
- Establish relationships with clients and win accounts against competitors and confirm client approval with insurance companies.
- Liaise with insurance company for policy activation and ecards.
- Provide alternative quotations in case renewal premiums are high or for comparison.
- Maintaining cordial relationships with various insurance personnel to provide high quality service.
- Invoicing on CRM.

01/2018 - 03/2022   **Insurance Specialist**
Marina Insurance Brokers- Abu Dhabi, UAE

- Evaluate insurance concerns and risk profile of clients.
- Compare insurance policies with underwriters to find the best fit for clients at the best price.
- Provide advice on all aspects of an insurance policy, including provider level (hospital network), area of coverage, indemnity limit, deductible/co-insurance options, add-ons such as dental, optical, etc.
- Provide clients with the tables of benefits, network list, application forms and calculated indicative premiums.
- Providing accurate insurance applications, valid identity documents for clients, and reporting pre-existing/chronic conditions
- Establish relationships with clients and win accounts against competitors and confirm client approval with insurance companies
- Liaise with insurance company for policy activation and ecards.
- Provide alternative quotations in case renewal premiums are high or for comparison.
- Ensure that members of existing policies are canceled/added/deleted.
- Provide travel insurance for Schengen visa applications and visa types as appropriate.
- Maintaining cordial relationships with various insurance personnel to provide high quality service.
- Filling in data entry records and invoicing with relevant documents on CRM.

- **Strong communication and negotiation skills**
- **Team-oriented with ability to build and manage strong relationships**
- **A flexible approach to work**
- **Reliability and honesty**
- **Excellent time management**
- **Strong analytical and decision-making skills**
- **Accuracy and attention to detail**
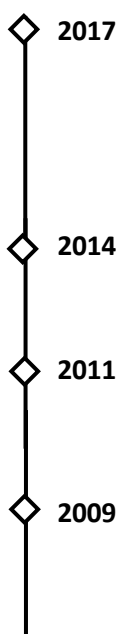- **Confident and personable attitude**

TECHNICAL QUALIFICATIONS

- **Programming Languages: C, C+, JAVA, J2EE**
- **Web-based Languages: HTML, CSS**
- **Scripting Languages: JAVASCRIPT, PHP, AJAX**
- **Data Mining: WEKA TOOL**
- **Database: ORACLE 10g EXPRESS EDITION, MS ACCESS, MYSQL**
- **Software Testing: MANUAL TESTING, TOOL TESTING-SELENIUM, MANTIS BUG TRACKER**
- **Operating System: WINDOWS PACKAGES, UNIX, OS X MAVERICKS 10.9, ANDROID STUDIO**
- **Professional CRM: MICROSOFT DYNAMICS**

STRENGTHS

- **Good Team Player**
- **Flexibility and adaptability**
- **Responsibility**
- **Positive attitude**
- **Communication skills**

EDUCATION

2017		**Master Of Computer Applications (MCA)** M.S. Ramaiah Institute Of Technology, (Autonomous Institute, Affiliated VTU), Bangalore, India SGPA = 10 CGPA = 8.18
2014		**Bachelor Of Computer Applications (BCA)** Kristu Jayanti College, Bangalore University, India
2011		**II PUC (12TH)** Indian Academy Pre-University College, Government of Karnataka, Bangalore, India
2009		**10TH** New Baldwin International Residential School, Karnataka Secondary Education Examination Board, Bangalore, India

PROGRAMMING PROJECTS

Internship Project **Environment- Android Studio**	"Medication Reminder – A Healthcare Application"
Environment- Visual Basic and Oracle 10g Express Edition	Project Title: "Metro Railway System" and "Shopping Mall"
Environment- PHP and AJAX	Project Title "Spa Management System" and "Car Parking System"
Environment- DATA MINING using Weka tool	Project Title "Balloon Data Set"
Environment- J2EE (Servlets, JSP and JavaBeans)	Project Title "Parking Management System"
Environment- Manual Testing and Tool Testing	Project Title "Student SIS"
Environment- Android Studio	Project Title "Digital Business Card Maker"

DECLARATIONS

I hereby declare that the above mentioned statements are correct to the best of my knowledge and belief.

Place: Coimbatore, India   **Anjana Dinesh**