

# **RESUME**

**NILESH MOHAN PHATAK.**

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## **Career Objective**

I aspire for a challenging position in an organization where I can enhance my skills and strengthen them in conjunction with organizations goals. A self-motivated achiever with an ability to plan and execute.

## **Professional Experience**

**Company : Medi Assist India TPA Pvt.Ltd.**

**Period :12 January-2015 – till date**

**Designation : Back Office Insurance Sr.Claim Executive**

**Environment: Software on work, Microsoft Office2007.**

### **Responsibilities:**

»I handle Birla ( Help-Desk) for 9month

» My daily coordination for CRM Manger and Medical Officer (Doctor) & sometimes coordinate Policy Broker

»Maintaining the TAT of Medi+Claim files on daily basis.

»A currency for Tabulation on daily basis

» I was handle alliance (Help-Desk)

» I am coordinator

» I handle kotak ( Help-Desk) till date

»To assist walk –in members for Medi+Claim procedure documents.

»Handling day to day queries of Claimants & agents related to Medi+Claim benefits, Insurance company's rules & regulations, Medi+Claim status etc.

»I generated insurance claim number andDaily file enties on software(I generated insurance claim number and bill entry) and maintaining to excel sending online registration / Intimation of Mediclaim file mail to Mediassist

**Company : DHS (India)TPAPvt.Ltd.**

**Period :10 January-2011 – 07 June-2014**

**Designation : Back Office Insurance Claim Executive**

**Environment: Software on work, Microsoft Office2007**

### **Group Medi+Claim Policy:-**

- » I handle PAN CARD( Help-Desk) for 3 years 6 month
- »To assist walk –in members for Medi+Claim procedure documents.
- »I generated insurance claim number andDaily file enties on software(I generated insurance claim number and bill entry) and maintaining to excel sending online registration / Intimation of Mediclaim file mail to Dhs
- »I achieved Appreciation Letter
- » My daily coordination for CRM Manger and Medical Officer (Doctor) & sometimes coordinate Policy Broker
- »Verifying Medi+Claim file of Applicant as per the Insurance policy norms and issue acknowledgement for the same.
- »Handling day to day queries of Claimants & agents related to Medi+Claim benefits, Insurance company's rules & regulations, Medi+Claim status etc.
- »Maintaining the record of Medi+Claim files on daily basis.
- »Sending Online registration/ Intimation of Medi+Claim file to DHS through mail.
- »Preparing covering letter for forwarding Medi+Claim files to DHS.
- »Maintaining record of claim status for Medi+Claim received from DHS and assuring to forward /convey the same to Claimants.
- »Regular follow up with DHS for pending claim status.
- »Generation of MIS on monthly and Weekly basis.
- »Attending meeting related Medi+Claim query with Pancard club and Insurance Company.
- »Successfully achieving the set targets assigned by the management.
- »Maintaining record of Reopen Medi+Claimcases, Stale Cheques and follow up with DHS.
- »Handling queries on phone to check hospital whether it is in panel list or not
- »Maintain the Weekly Insurance Report (MIR)

### **Educational Qualification**

Passed T.Y.B.A from Mumbai University with Second Class in March 2010.

### **KEY ATTRIBUTES**

Confident attitude, aggressive on meeting deadlines and targets  
Ability to work in a team by playing a leader who motivates fellow members and be a team member working towards the common goal of the team with passion, simultaneously.  
Responsive, enthusiastic and mature in approach. Open to critique and suggestions for improvement.  
Swift in picking up new things.

### **Additional Skills**

- »Extensive Knowledge in MS Excel and MS Word
- »Diploma In Office Automation & Graphics (DOAG) , MS-CIT
- »English Typing speed 25 w.p.m

### **Personal Information**

- »Father's Name : MOHAN PHATAK
- »Date of Birth : 01<sup>ST</sup> JULY 1986
- »Nationality : INDIAN
- »Marital Status : MARRIED
- »Areas of Interest : Insurance/Operations
- »Languages Known : English/Hindi/Marathi

### **References**

**Mr. Vijay**  
CRM manger  
DHS (india) Pvt.Ltd.  
Ph: - 9320354169

**Mrs.Pradyanjali**  
Assist Manger Claims  
Medi Assist India TPA Pvt Ltd  
Ph:- 9987188126

### **Declaration**

I hereby declare that the above written particular are true to the best of my knowledge and belief.

**Very Truly Yours,**

**NILESH MOHAN PHATAK.**

**Place:**

**Date:**