

Jaysant Krishna Panchal
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CAREER OBJECTIVE

To pursue a challenging career in insurance sector which can utilize my talent and education to the fullest applying the best practices of insurance and provide authentic opportunity to grow for both the organization and as an individual.

Educational Qualification

- Passed Master of Commerce (M.Com) - from “University of Mumbai”. (2017)
- Passed B.com. in Accounting and Finance (BAF) degree from “University of Mumbai”.(2015)
- Passed HSC from Mumbai divisional board under “Maharashtra State Board of Secondary and higher Secondary Education, Pune” India.(2011)
- Passed SSC from Mumbai divisional board under “Maharashtra State Board of Secondary and higher Secondary Education, Pune” India.(2009)

Other Qualification

- MS-CIT
- Proficient in Ms-Office Suite, Ms-Word, MS-Excel, and & other software packages.

Professional Experience

Company : ICICI LOMBARD General Insurance Company Limited

Period : 01 Nov 2017 to Till Date

Designation: Customer Service Manager (H&A - Agri. & Mass U/W Team) - Underwriting and claims.

Job Profile

1) Underwriting and Claims Management:-

- i) To oversee the claim process activities of crop insurance portfolio under the scheme of Pradhan Mantri Fasal Bima Yojana (PMFBY), Restructured Weather Based Crop Insurance Scheme (RWBCIS).
- ii) Calculation of Actual Yield and Threshold Yield for claim Settlement.
- iii) Calculation of WBCIS Claim process.
- iv) To process yield based, localized, pre-sowing and post-harvest claims within TAT right from claim intimation till final disbursement to farmers.
- v) Knowledge of calculation of localized and yield claim.
- vi) To handle customer/intermediary/IRDA grievance effectively with the least escalation.

- vii) Annexure processing for the banks to make payment. (Policy level & Farmer level).
- viii) Quality check of claim intimations data received from government/ Surveyor.
- ix) Risk assessment & developing-designing products as per the business strategy of management and customer requirement.
- x) Maintaining, publishing & analyzing various MIS reports and claim paid / payable trackers subjected to present on various Govt. platforms and to IRDA.

2) Vendor Management:-

- i) WBCIS installation & Data tracker
- ii) AWS installation (WBCIS & Retail)
- iii) Historical data Management (MIS).
- iv) To pass entries for Reversal of GST.
- v) Updating of MIS Report and publishing.
- vi) Preparing of ICLM Report - (Investigation),
- vii) Provision of payment - Expenses for the month.
- viii) Commission Calculation of Agents, Brokers, Vendors.
- ix) Coordination with government bodies for weather data purchase.
- x) Payment to Vendor for Professional services, Books and periodicals.
- xi) Preparation of Legal Agreements, Addendum related to party transaction of vendor.
- xii) Coordination with various departments for strong follow up and closure.
- xiii) Vendor Creation in system, Vendor Invoice creation, preparation memo and I-memo in system, preparation of 3 quotation waiver for vendor empanelment.

Company : TATA AIG General Insurance Company Limited

Period : Nov 2016 to October 2017

Designation: Executive - BOPS Operations

Job Profile

Quality Control Team

1) Commercial Lines :-

- i) Well versed with of Fire insurance, AIG Combined products, Property insurance, Marine Insurance, Engineering Insurance (EAR/CAR).
- ii) Policy issuance & premium calculation in system for all types of transactions in Marine Policy (Hull, Aviation, Open, Sales Turnover Policy, Marine Cum Erection, Marine Specific)
- iii) Knowledge of ENO, Directors and Officers liability, Workmen Compensation, Commercial General Liability policies.
- iv) Taking care of banca tied up products such as Bank of Baroda cases, Axis Bank cases. Canara Bank cases
- v) Experience of team handling.

- vi) Knowledge of preparation of Underwriting of quotes with the help of Underwriters.
- vii) Knowledge of Reinsurance in terms of calculation in the system.
- viii) Preparing MIS of daily productivity reports, pendency reports and power point presentations.
- ix) Knowledge of GENISYS and Citrix (S3) for booking of the policies.
- x) Working on to improve TAT to maintain equality in-between Quality and Quantity.

2) Retails Line:-

- i) Handling Retail Operations team.
- ii) To do final Quality Check (QC) of proposal forms like Health, IPA, Critical Illness, Home loan, Motor Insurance,
- iii) Knowledge of Home, Home Guard Plus, Motor, Group Personal Accident, Group Mediclaim Policy Health policies
- iv) NEFT transactions, Refund process, Reconciliation of payments.
- v) Issuance of policies at Head Office level.
- vi) Maintain Quality of products.
- vii) Cross check the data entry which done by processors.
- viii) To complete the work within the TAT.
- ix) Reporting to reporting manager as well as coordinate with sales team and underwriters for proper clarifications.

Company : **HDFC ERGO General Insurance Company Limited**

Period : June 2015 to Nov 2016

Designation : Back Office Executive (Operations)

Job Profile

1) UWBO (Underwriting Back Office)

- i) Verification Of documents and handover preparation on excel.
- ii) Preparing corporate MIS on daily basis
- iii) Publishing reports on weekly basis.
- iv) Coordination with sales team underwriters and concern reporting managers for better Work enhancement.

2) Corporate Discrepancy

- i) To update discrepancies in Microsoft Access.
- ii) Preparation of intimation, reminder and closure letters and daily follow up with sales team to get valid documentation.
- iii) Preparing Blast report on daily basis for strong follow up.
- iv) Handling mails of concern person regarding resolutions and revert on priority
- v) Meetings with sales team for co-ordination
- vi) Review of pendency, discrepancy reports on daily basis

3) Processing

- i) Booking of New Business and Endorsement in the system as well as preparation of policy copy.
- ii) Taking care of Fire Insurance, Marine Insurance policy processing
- iii) Handling internal systems like QMS, Helios, and HECI for smooth functioning.
- iv) Policy Issuance and pass endorsement and new business within given TAT
- v) Knowledge of Fire, Marine & Miscellaneous Products.
- vi) Preparation of MIS on daily basis.

Personal Details

- **Address:** 3/307, Durga Niwas, Sitaram Jadhav Marg, Lower Parel West, Mumbai- 400013, Maharashtra.
- **Date of Birth:** 18th March, 1993.
- **Marital Status:** Unmarried.
- **Nationality:** Indian.
- **Languages Known:** English, Marathi and Hindi.

Declaration

I hereby declare that the above written particulars provided by me are true to the best of my knowledge and belief.

Date : - - 2019

Place: Mumbai

(Jaysant Krishna Panchal)