**SUMMARY**

Results-driven **Client Relationship Manager** with 4+ years of experience in **client relations**, **business development**, and **underwriting** within the **insurance** and **customer service** sectors. Proven success in improving **customer satisfaction by 25%**, boosting **policy renewals by 20%**, and reducing **operational inefficiencies by 20%**. Skilled in leveraging **CRM systems**, **data analysis**, and market insights to enhance client engagement, optimize sales strategies, and drive business growth. Expertise in managing **motor, medical, and property & casualty** insurance portfolios, ensuring strong client retention and compliance

**SKILLS**

* CRM Systems & Data Analysis
* Customer Service & Client Relationship Management
* Sales Strategy & Lead Generation
* Insurance Products: Motor, Medical, Property & Casualty
* Cross-Functional Collaboration & Inventory Management

**EXPERIENCE**

**Client Relationship Manager**  
**Prominent Insurance Brokers (L.L.C) – Dubai, UAE**  
*January 2024 – Present*

* Cultivated and maintained strong relationships with **150+ clients** per month, ensuring high levels of customer satisfaction and proactive issue resolution across motor, medical, and general insurance inquiries.
* Provided expert guidance on **insurance policies** and tailored solutions that mitigated risks and maximized coverage for clients.
* Developed personalized follow-up strategies, resulting in a **20% increase in policy renewals** through timely outreach and retention plans.
* Reduced **claims settlement times by 25%** by efficiently tracking and coordinating with underwriters and claims adjusters.
* Conducted regular **client needs assessments**, identifying coverage gaps and increasing retention by **15%**.
* Worked closely with underwriting and claims teams to ensure **compliance** and streamline service delivery.
* Identified **upselling opportunities**, contributing to business growth through the sale of supplementary insurance products.
* Prepared and presented **detailed reports** using **Excel**, supporting data-driven decision-making.

**Administrative Assistant**  
**Smart-Box – Dubai, UAE**  
*April 2023 – December 2023*

* Delivered comprehensive administrative support to sales and management teams by organizing meetings, maintaining client records, and managing office communication.
* Leveraged **CRM tools** and data entry systems to track over **50 qualified leads** monthly, boosting conversion rates and supporting business growth.
* Managed client communications, sales reports, and contracts, ensuring accurate data entry and efficient record-keeping.
* Produced and analyzed sales performance reports, providing actionable insights for better business strategies.
* Managed client relationships through regular follow-ups, ensuring long-term engagement and satisfaction.

**Administrative Assistant**  
**Onix Media Solutions – Kerala, India**  
*April 2021 – September 2022*

* Processed and updated accurate sales reports in **CRM systems**, improving data accuracy by **20%**.
* Managed and protected client databases, ensuring compliance with data privacy regulations and optimizing data access procedures.
* Handled **100+ customer inquiries** weekly, improving satisfaction and retention.
* Assisted in organizing sales materials, tracking leads, and supporting process optimization to improve sales cycle efficiency.
* Coordinated client meetings and internal events, ensuring seamless execution and time management.

**Administrative Assistant**  
**Bundl Technologies Pvt Ltd – India**  
*March 2019 – February 2021*

* Managed daily office operations, including inventory tracking and reducing downtime due to shortages.
* Coordinated logistics for company events, enhancing employee engagement and organizational productivity.
* Conducted internal market research, providing insights that informed strategic decisions.
* Served as the first point of contact for visitors and clients, ensuring a positive client experience.
* Managed filing systems, improving document retrieval efficiency.

**EDUCATION**

* **Diploma of Journalism** | Alison | *March 2018*
* **Higher Secondary** | Kerala Board of Public Examination (KBPE) | *March 2016*

**LANGUAGES**

* **English**: Fluent
* **Malayalam**: Native
* **Hindi**: Intermediate
* **Kannada**: Fluent
* **Tamil**: Fluent