

**SAMARJIT PATRA**

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**INDUSTRY EXPERTISE****Accounting & Settlements:****PROFILE:**

- More than 10+ years of experience in operation, quality and client relationship management in Insurance/Reinsurance.
  - Keen analysis and team approach to implement best practices used in organizing and leading related business, adapt to working in high pressure environment with strict deadlines and multiple deliverables.
  - Having knowledge of end to end processing for both the broker and market.
  - Experience in business areas covering Accounting & Settlement, Underwriting, Policy servicing, Claims and Reinsurance.
  - Assisting / coordinating with Transitions.
  - Work towards enabling all of the resources on the deal to successfully access the systems and tools they need to deliver the service to the client.
  - Reviewing the Process documents (SOP's) before client sign off.
  - Handling daily HUB calls with Client and reporting daily work status to the client.
  - Preparing the Top10 cash report and blank cash report for the HUB call.
  - Exposure of London LLOYD'S market.
  - Line of Businesses worked: Property and Casualty, Personal Lines, Commercial Lines, Aviation, Marine, Non-Marine, Professional Risks, Claims and Reinsurance.
  - Testing the Insurance / Reinsurance systems developed by IT team & Coordinating with the IT team for system migration.
  - Analyses of business processes & definition of business requirements specification.
  - Define & document scope changes during the project life cycle.
  - Migrating data from old system to new system and testing the accuracy.
  - Execute Knowledge Transfer Approach and Knowledge Transfer Plan.
  - Work towards enabling all of the resources on the deal to successfully access the systems and tools they need to deliver the service to the client.
  - Ability to build and maintain client relationships, able to comfortably converse with all facets in the client's organization.
  - Analyzing the accounts and managing the Premiums & Claims report and giving inputs for the underwriting teams in pricing and budgeting.
  - Analyzing the accounts and managing the collection of the aged Premiums on the ledger.
  - Actively coordinating with the team for month end close, Quarter close and annual close activities.
  - Actively performing the intercompany reconciliations.
  - Providing the MI reports and credit control reports to the management team and giving an overall update on project and improvements / initiatives.
  - Monitoring the teams KPI's and working towards achieving them.
  - Significant experience of working with Customers, Project Managers and Technical Teams for securing & executing concurrent projects.
  - Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to customer satisfaction and low operational costs.
  - Knowledge and understanding of Software Development Life Cycle (SDLC).
  - Excellent communication and interpersonal skills, multi-tasking with an ability to interact with a wide range of people, multilingual with proficiency in English, Hindi, and Odiya.
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## **CAREER EXPERIENCE**

### **TRANSITION EXPOSURE**

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- Travelled to the United Kingdom as an integral part of first phase completion where job involved, discussing onshore processes with subject matter experts, creating a “diagnostic report” and final “As-Is” process maps; signed off by the client and then presented to the senior management offshore.
  - Responsible for all documented business requirements from managers and end-users and assessing business processes, workflows and systems to identify the opportunities for improvement encompassing requirements gathering, gap analyses, process and data flow diagrams.
  - Converting CRS to SRS documents and presenting same to BA.
  - Coordinated with clients to define engagement along with project development and resource estimates.
  - Involved in various stages of transition, mainly in resource estimation, documentation, testing and implementation.
  - Responsible for getting the aged items collection for Cooper Gay project.
  - Final process documentation for Cooper Gay broker were edited and signed off by client.
  - Monitor deadlines and ensure timely delivery of projects. Negotiate deadlines with client whenever necessary (TAT).
  - Maintaining metrics and logs to track daily production figures and performing data analysis to report to management.

#### **Career History:**

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##### **Swiss Re Shared Services (India) Private Ltd.**

**Sept' 2015 – Present**

##### **Key Deliverable's:**

- Meet the team deliverables; ensure the client and stakeholders satisfaction is always exceeded by achieving the SLAs.
- Running different and monitoring different KPI reports.
- Removing the waste from the process so that the team can perform more quickly and effectively.
- Increasing the CPP by collecting the funds before due date so that we can help the Unit in achieving the CPP target.
- Monitoring tasks on daily basis and daily reports to help the management in decision making.
- Monitor deadlines and ensure timely delivery of projects. Maintaining metrics and logs to track daily production figures and performing data analysis to report to management
- Responsible to generate MIS reports and ad-hoc reports on a daily basis and report the same to Internal Management and Onshore Clients.
- Worked as member of BEN community (Business Expert Network) representing as BEN for Asia.
- Managing risk, governance, quality assurance, issue resolution, reporting, cost, benefits, quality, scope, and schedule.
- Partner with Cross functional teams in understanding business pain points and arrive at appropriate IT and/or Re-engineering solutions
- Oversees the planning, implementation of strategy to meet the SLAs & KPI defined for Process.
- Elimination of payment correspondence which brought savings of 65 man hours' savings
- Automation of Reserve control amount which brought savings of 233 man hours' savings
- Elimination of mandatory reviewing signed slips which brought 741.67 man hours' savings
- Positive impact on USD 31m+ qtrly, efficiency gain of 300 hours annually, 70% reduction in commenting (1800->500) transactions and excellent feedback from Swiss Re's different branch Reserving and Finance Teams.

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##### **Xchanging India (Cambridge IT Solutions Pvt Ltd)**

**MAR' 2010 – JULY 2015**

**Project:** Cooper Gay & Co Ltd (Now known as ED Broking One of the World's largest privately owned Insurance and Reinsurance Broking Groups, Headquarters in UK). Licensed Broker of Lloyd's Market (Bureau Market), LONDON.

##### **Key Deliverable's:**

- Transitioned Accounting settlement process from UK to Bangalore.
- Meet the team deliverables; ensure the Customer satisfaction is always exceeded by achieving the SLAs.
- Also act proactively analyzing the crisis situation and prepare a mitigation plan independently discussing with the Client and the Management.
- Conducting Training and Seminars for new hires to make them at par with project expectations.
- Monitoring tasks on daily basis and preparing Weekly Progress Reports to help the management in decision making.
- Responsible to generate MIS reports and ad-hoc reports on a daily basis and report the same to Internal Management and Onshore Clients.
- Daily interaction with the Onshore Client over the Conference call and WebEx sessions if required.
- Manage the day-to-day operations.
- Also act proactively analyzing the crisis situation and prepare a mitigation plan independently discussing with the Client and the Management.
- Part of a resource management team of the Project, thereby forecasting the resource requirement and recruit suitable FTEs without deviating from the Profit and Loss culture, coordinating with the Human Resources department and Management.
- Quarterly performance appraisal for team members and counselling them for better performance and personal development.
- Preparing daily reports, weekly progress report, monthly volume reports, Attrition reports & Organization charts for the project.
- Monitor deadlines and ensure timely delivery of projects. Negotiate deadlines with client whenever necessary (TAT).
- Maintaining metrics and logs to track daily production figures and performing data analysis to report to management.

### **Senior Associate (Accounting & Settlement team).**

- Send premium notifications to clients via monthly statements.
- Collect premium money from client by the due date.
- Arrange premium settlement to underwriters by the due date.
- Send claim notification to underwriters.
- Collect claim balances in due course.
- Settlement of claims to the client.
- Settlement of third party fees and commissions.
- Reconciliation of client and underwriter accounts.
- Deal with client and underwriter queries.
- Completing the intercompany reconciliations quarterly for all the Cooper Gay branch offices all over the world,
- Worked on various tracking reports such as funding report, aged debt report, Unallocated cash report etc
- Speak to the London Brokers or Broker Back up Units in resolving the queries raised by Clients / Underwriters and collection of the premiums/old age debt items.
- LOB covered included Marine, Aviation, Energy, property & casualty, professional risks & Reinsurance.
- Preparing financial reports for Cooper Gay client (Rate of Exchange, Payable, Submission, Aged account, Funding).
- Managed the Team of 9 members for 1.2 years in the absence of the team leader.
- Conducting PTR session on weekly basis to discuss on team's productivity, performance and process updates.

### **Systems Expertise**

Past experience:

Broksure - Accounting System.

Insurance Portal.

Worksite – Electronic File Management system.

IMR - Insurer Market Repository.

Tracking - Internal Query Management System.

Monarch - Software to convert the ledger into spreadsheet format.

### **Current Experience:**

SICS – Accounting system

Crew, IFS, GFS, WIRE, X-pages, Jira, Bridger Insight, IUF

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### **Accolades:**

- Received the Q3 2020 Asia Elephant Award
  - 'Achiever of the month of March 2018 for proactively working on Claims TAT, running the report for the Korean Facultative Facility business.
  - 'Achiever of the Quarter' Award for outstanding performance and delivery for 1<sup>st</sup> Qtr 2015
  - Awarded by Cooper Gay (client) for outstanding performance of the year 2014.
  - 'Training Champ' Award for outstanding performance and delivery in training for 3<sup>rd</sup> Qtr 2013.
  - 'Star Team' Award for making the team the best among all other teams for 2<sup>nd</sup> Qtr 2013.
  - 'Speed & Efficiency' Award for acting quickly and decisively for 1<sup>st</sup> Qtr 2013.
  - 'Achiever of the quarter' Award for the Period 3<sup>rd</sup> Qtr 2012.
  - 'Achiever of the quarter' Award for the Period 2<sup>nd</sup> Qtr 2011.
  - 'Emerging Member' Award for the 2010.
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### **EDUCATIONAL CREDENTIALS**

**Post Graduate Diploma in Business Management (Finance and Marketing), Bangalore (M.S. Ramaiah Institute Of Management), 2009.**

**B.Com, P.N College, Bhubaneswar (Utkal University), 2006**

**IT Knowledge-** Certified from Simplilearn for (Business Analytics with Excel, Power BI and Tableau Desktop 10), Micro Soft Excel, PowerPoint, Word and Outlook

#### **Trainings Attended:**

- "Train The Trainer" – Training skill set improvement workshop for trainers.
  - "Leadership Training" – Training skill set to handle the team.
  - "MAX" (Managers at Xchanging) - Training skill set to handle team and respond to team members in a more effective & assertive way.
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### **PERSONAL DETAILS:**

♦ **DOB:** 22<sup>nd</sup> September, 1985

♦ **Interest & Hobbies:** Cooking & Boxing.

Date:

Place: Bangalore