

# Curriculum vitae

## OGOLLA THOMAS OKELLO

### CONTACT INFORMATION

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DOB: Aug 31, 2000  
Kenyan  
Nairobi, Lang'ata

### PERSONAL PROFILE

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Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasonal work ethic to quickly adopt to different processes and drive company objectives. Resourceful and results driven with passion for growth and efficiency to meet company needs and increase service value. Reliable worker with excellent communication, time management and computer skills.

A driven and detail-oriented individual with a desire to use analytical and problem-solving skills to meet goals. Ambitious individual with strong organizational and multitasking skills as well as aptitude for technology, application of statistical and computational methodologies for troubleshooting and implementing innovative strategies.

A highly adaptable professional with a proven track record of quickly adopting to different processes and driving company objectives.

### EDUCATION

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Period	Institution	Certification/qualification	Grade
2020 – 2024	Multimedia University of Kenya	BSc Actuarial Science	
2016 – 2019	St Marys' School, Yala	KCSE	B+
2008 – 2015	St Thomas Ulumba Primary School	KCPE	334/500

## SKILLS

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- Proficiency Microsoft Office applications – Ms Word, Ms Access, Ms Excel and PowerPoint
- Python and R programming software applications for solving statistical tasks and automation.
- Leadership - Capability to lead cross-domain initiatives and manage diverse teams.
- Time Management - Efficient in managing time and meeting deadlines.
- Risk Management - Competence in identifying potential risks and implementing mitigation strategies.
- Statistical analysis and data analysis, adoptability to dynamics in data processing.
- Teamwork - I'm Collaborative and able to work effectively in a team.
- Strong verbal and written communication skills for effective stakeholder engagement and proposal presentations and demonstrated excellent phone etiquette.
- Demonstrated ability to adapt to new software systems, including CRM software.

## EXPERIENCE

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Benefits Analyst Intern

*May 11th, 2023 - Aug 16th, 2023*

National Health Insurance Fund (NHIF)

Kilimani, Ragati Road, Upperhill, opposite Kenya National Library, Dagoreti North

0800 720 601

- Assessed employee benefits plans and recommended changes to ensure compliance with employer contractual regulations and NHIF's policies on claim settlement, additionally I was the most approachable intern as most clients and fellow colleagues preferred consulting me for their needs owing to my solution driven personality.
- Maintained accurate and up to date records pertaining benefits provision, schemes such as EDUAfya, WIBA, Group life and Last expense which required strict data monitoring and scheduling.
- Utilizes analytical skillset to analyze claims data from multiple sources while sorting them with utmost scrutiny in order to identify areas of improvement within the department.
- Ensured proper completion of all required criteria for every individual claim before processing for payment thereby, communicating to claimants about any discrepancy in their claim.
- Customer service: making a follow-up on outstanding unpaid claims, correcting any errors that might have been made during processing through analysis of records review of contractual agreement by communicating to claimants via email, phone and text messaging.

- Guided employees on claim coverage procedures, documentation requirements and answering any concern they present pertaining to their contract, I managed to handle the most employee concerns in a certain month greatly reducing our backlog.
- Demonstrated ability to maintain accurate records, analyze data, and communicate effectively with stakeholders to drive efficiency while minimizing inaccuracies.
- Evaluated eligibility criteria for existing claims changing legal requirements in order to maintain compliance standards.
- I was also tasked with processing public and private institutions claims- last expense and Grouplife under their contract with NHIF, ensuring all documentation (cover letter, claim form, beneficiary details form and legal certificates) and cross-checking accuracy in bank details form marching the stated beneficiary details leaving room for no error before submitting it for payment.
- I later on specialized in EDUAFYA claims, handling processing of fifty claims per week with intense scrutiny, managing most claims processed and paid per policy offered.
- I was tasked with training, guiding and teaching new attachés and interns with the departments' processes, safety procedures and technical operations on computer systems, office equipment such as printers and communication channels and equipment, demonstrating my leadership and personal skills.

## PROJECTS

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Stock Portfolio Analysis (Python): Python application for analyzing stock portfolios financial data and generating reports, demonstrating proficiency in data analysis and reporting. Utilizing data from financial APIs to provide estimations, prediction forecasting and generating reports. It will incorporate Ms Access and Excel for final results presentations. The codes and flow charts are available on my GitHub repository.

Claim reserving for non-life insurance using the Bornhuetter- Fergusson and Chain Ladder models: This is my research paper for final year project which aims to analyze weekend and holidays which are often not accounted for by insurance companies while estimating required reserves. The research has put my mentioned skills to practice thereby improving them and acquiring more skills and knowledge.

Relevant coursework includes projects in business administration and marketing strategies, providing a solid foundation for understanding corporate sales processes, statistical analysis and research methods.

## REFEREES

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