

Curriculum vitae

OGOLLA THOMAS OKELLO

CONTACT INFORMATION

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

PERSONAL PROFILE

Hardworking and highly motivated professional with a passion for youth empowerment and peacebuilding. Possess a strong background in Actuarial Science and extensive experience in program coordination, client communication, and data analysis. Proficient in Microsoft Office and Google applications, with a proven track record of delivering high-quality solutions and achieving organizational goals. Fluent in English and Swahili, with strong problem-solving, negotiation, and analytical skills.

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

EDUCATION

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

- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Google applications (Drive, Docs, Spreadsheets, Slides and Power BI)
- Fluent in English and Swahili(native/bilingual)
- 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 and ERP softwares.
- Valid NTSA issued Driving license.

EXPERIENCE

Benefits Analyst Intern

May 11th, 2023 - Aug 16th, 2023

Benefits design and Actuarial services department

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.
- Retrieving data from physical and mobile phone surveys by field agents and generating comprehensive reports and presentations based on their findings.
- 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 and using CRM-MS Access and SQL software to retrieve and update client information.
- 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 digital 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 collaborated with colleagues to process public and private institutions claims- last expense and Group life 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 matching 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 and compiling comprehensive reports on my work afterwards. This included data loading and cleaning with Power BI, analysis with R, Python and Excel.

- 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

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.

RELEVANT EXPERIENCE AND SKILLS

- Facilitation and Coordination: Assisted in awareness programs for civil servants at the National Health Insurance Fund, ensuring proper documentation and communication.
- Program Implementation: Managed claims processing and follow-ups, demonstrating the ability to handle multiple tasks and prioritize effectively.
- Stakeholder Engagement: Worked closely with claimants and colleagues, maintaining strong communication and negotiation skills.
- Project Management: Coordinated and executed various projects, ensuring compliance with standards and timely completion.
- Cultural Knowledge: In-depth understanding of the Kenyan socio-economic landscape, enhancing my ability to engage with local stakeholders

REFEREES

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Colleague at National Health Insurance Fund