**AMETI NARESH**

**ASSISTANT MANAGER- OPERATIONS**

Mobile:+918978046401 Email:ametinaresh1006@gmail.com

JOB ROLE:

Working as an Assistant Manager- Operations in SLICL and Carrying overall 5+ years of experience in BFSI Industry

SKILL SET & ABILITIES:

* Ability to multi-task effectively
* Ability to work independently as well as in a team environment
* Ability to analyze complex situations and generate brief conclusions
* Ability to learn new technology and systems, and adapt to rapid pace of change
* Good leadership and Decision-making Skills.
* Strong problem solving skills, time management and organizational skills

PROFESSIONAL EXPRIENCE:

SLICL: Jan’2022 to Present

Roles and Responsibities:

* Process all insurance claims by reviewing the customer’s policy in relation to the claim being made.
* Investigate ,evaluate and settle claims,applying technical knowledge and skills to effectively and promptly pay or deny the flooring claims.
* Supervise claim analysts to ensure that they have followed proper methods and training to make claim decisions.
* Pay and process claims within designated authority level.
* Manage claims quality and ensures all guidelines are met.
* Achieve monthly productivity level as designated by management.
* Released payment checks or rejection notices
* Investigated verified recorded and covered all insurance claims made by customers
* Responsible for accurate/timely daily review of claims and policy provisions to determine appropriate claim eligibility assessments for payment or denial.
* Respond accurately, timely and professionally to all oral and written external and/or internal correspondences received from stakeholders in regard to benefits, eligibility, claim payments, denials and/or explanation of benefits.
* Validates Medical records/notes, appropriate forms/documents, statements and/or certificates needed for proper claim adjudication
* Review and work on applicable reports and documents pertaining to claims eligibility determination and ongoing claim benefits.
* Maintain claim files such as records of settled claims and an inventory of claims requiring detailed analysis.
* Worked with Accounts Payable,Accounts Receivable,and Quality Control.
* Collaborated with internal operation teams to obtain pertinent information on individual claims, and support and facilitate the claims resolution process
* Works cross-functionally with other departments to address customer or business issues and resolve errors in a timely manner

Max Life Insurance Co Ltd (Customer Advisory Team): July’2016-Dec’2021

* Used to take care of day to day Business operational activities in Operations of channel and support on New Business issuance.
* Handed NB issuance, resolution clearance with proper follow ups with internal sales and HO UW team and ensure timely issuance of cases applied.
* Handled customer related claims issues for both internal and external customer and used to provide proper guidance on claim settlement.
* Handling new business process such as KYC, Due diligence, Quality check, Scrutiny and AML guidelines, to take decision and initiate the case for issuance of policy with HO UW teams.
* Used to analyze risk of customer profile and handle Underwriting process
* Adaptable to varied workloads, prioritized tasks, and independent decision-making ability to manage multiple functions simultaneously and used to submit reports to superiors in time.
* Meet regularly with supervisors to discuss operational issues and used to submit reports month on month as per team wise to superior levels for further business plans.
* Interfaced with internal and external customers to answer queries and process POS (Policy owner service) requests and resolve issues in specified SLA.
* Consistent performer in Persistency and collections of the channel.
* Awarded as best performer in Key parameters of the channel.
* Managed compliance with all regulatory requirements and any associated reporting.

CSDatamation Research Services Pvt Ltd: (July ‘2015-July’2016)

* Used to handle new business process such as KYC, Due diligence, Quality check, Scrutiny and AML guidelines, to take decision and initiate the case for issuance of policy.
* Used to update the operations requirements of HO team to concern sales team for faster resolution of policy issuance and service requests submitted by customer.
* Used to receive month on month recovery and persistency data of channel and used to call customer and keep on follow up with customer with proper record maintenance, for policy services and repayments for their financial security.
* Used to publish MIS on daily basis to entire team.

TECHNICAL SKILLS:

* Packages : MS-Office (Excel, Word, PowerPoint)
* Project Tools : MS Office Suite & MS Outlook

EDUCATION/ACADEMIC QUALIFICATION:

* Master’s Degree in Business Administration (Finance & Marketing),2015 from Osmania University, Hyderabad
* Bachelor’s Degree in Computer science (2013) from Osmania University, Hyderabad