

# YOGESH VALGE

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**Result oriented professional with experience in financial service sector, seeking assignments preferably in Insurance and Consulting with an organization of repute**

## PROFILE SUMMARY

- Qualified Insurance Professional with 6 years of experience in:
  - TPA Management
  - Risk Analysis
  - Maintaining MIS (data management)
  - Co-ordination and Team management
  - Policy Servicing
- Core focus area is coordinating with clients and Third Party Authorities for fixing medical appointments of clients who have applied for Life Insurance contract
- Proficient in conducting medical appointments of clients in accordance with underwriting procedures and capturing reports, processes and underwriting manuals & other documents as per requirement
- Demonstrated acumen in ensuring that process operations are in compliance to guidelines and regulations
- Skilled in handling process operations and accountable for timely completion of the tasks
- Keen customer centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT thereby attaining high compliance scores
- Capabilities in analyzing various systems & procedures and implementing risk assessment tools for facilitating effective decision making by the management
- An effective communicator with excellent relationship building & interpersonal skills with proven analytical & organizational abilities
- Ensuring proper processing of customer requests while complying with regulations and thereby achieving excellent audit rating in policy servicing department
- Ensuring that all the post issuance customer requests are processed within prescribed TAT so as to maintain the PC's ranking in score card.
- Preparation of reports in excel format after collating from concern teams and presenting to the concerned departments.

## CORE COMPETENCIES

- Evaluating the information related to insurance applications and referring to company's list of rates
- Analyzing the medical reports adhering to underwriting guidelines and effective maintenance of TAT for Processing Centre
- Handling Channel Management operations by establishing relations with channel agents, clients, TPAs, planning & managing team building activities and communicating with the TPAs regularly to ensure smooth customer service in respect to conducting medical examinations.

## ORGANISATIONAL EXPERIENCE

- **Worked with Guava InfoTech as Assistant for 3-4 months from Apr'14 – July'14.**
- **Worked with SBI Life Insurance Co Ltd since Aug'2014 – Mar'2020, detailed job description is as mentioned below:**

**Since May'15-till date as Sr. Associate, Handling New Business, TPA Management & Preparing MIS Regional Level at Regional Processing Center.**

### Roles:

- Daily Analysis of Region Performance respect to different Sales channels & Locations.
- Maintaining TAT while ensuring proper coordination with all stakeholders involved in the processes.
- Improving contractibility, enhancement of relations with customers to ensure smooth functioning.
- TPA Management at Regional Level.
- Ensure TAT management and improvement in performance evaluation.
- Monitoring the performance of the Processing Centre, making periodical reports, managing & reviewing the processes & profiles
- Coordinating with sales team and customers for issuance of policies.

**Aug'14 -Apr'15 as Graduate Trainee, Policy Servicing, Processing Center**

### Roles:

- Processing customer requests within prescribed TAT and maintaining all the records.
- Maintaining TAT while ensuring proper coordination with all stakeholders involved in the processes
- Managing the quality of work in the Processing Centre supporting by regular quality analysis, maintaining the operational efficiency and
- Monitoring the performance of the Processing Centre through making periodical reports, managing & reviewing the processes & profiles
- Ensuring proper processing while complying with regulations and thereby achieving excellent audit rating

➤ **Currently working with HDFC Ergo as Assistant Manager since Mar'2020, detailed job description is as mentioned below:**

**Roles:**

- Analysis of data provided by different teams.
- Coordinating with concern departments to get the data
- Preparing various reports in excel format in the prescribed format.

**ACADEMIC DETAILS**

2013	Graduation in the field of Computer Application securing 1 <sup>ST</sup> Class (65.07%), Mumbai University
2010	Secured Second Class (53.17%) in the HSC from Mumbai Board
2008	Secured 1 <sup>ST</sup> Class (72.15%) in the SSC from Mumbai Board.

**CERTIFICATIONS**

- Conversant with Ms-Office 2007, Internet and e-mail, Software, Hardware & Networking Excel, c, c++, visual basic 2010

**PERSONAL DETAILS**

Date of Birth:	19th January 1993
Languages Known:	English, Hindi and Marathi
Mailing Address:	Ek Nath Valge House, Erangal Village, Post Madh, Malad West, Mumbai 400061

I am looking forward to an opening in an organization, which will give me the leverage to apply my knowledge and skills in the field of customer support and co-ordination and hence be a productive employee to that organization.

