

HANIA BHUTTO

Al Rashidiya, United Arab Emirates

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CAREER OBJECTIVE

An initiative driven and compassionate professional with a demonstrated seven years of experience in Insurance industry and two years in Banking Industry. Having subject matter expertise in Customer policy, Banking Operations, New business in branch Accounts openings, KYC, Regulatory reporting and Credit operations is open for new challenging roles and explore new avenues

WORK EXPERIENCE :

Motor Underwriter in Afdaliya Car Registration and Insurance Services LLC (Sep 2019 – March 2020)

AREA OF WORK:

- Comprehensive, Third Party.
- Use Insurance portals to make Motor policies.
- Quotations, Renewals, New Registrations.
- Closing day end all business profits.
- Review insurance proposals to determine appropriate levels of insurance coverage
- Create documentation of policy terms including coverage, guidelines, rate charts, fees and claims process.

Business Development Officer at Murasa Al Mas Insurance Agents LLC. UAE (February, 2019- April, 2019)

AREA OF WORK:

- Understanding client needs and offering solutions and support; answering potential client questions and follow-up call questions; responding to client requests for proposals .
- Creating and maintaining a list/database of prospect clients; maintaining database(Salesforce, CRM, Excel, etc.) of prospective client information.
- Cold calling; making multiple outbound calls to potential clients; closing sales and working with client through closing process.
- Meeting all quotas for cold, active, inactive calls, appointments, and interviews; meeting or exceeding annual sales goals.
- Maintaining a pipeline of all sales administration using CRM software.

Personal Assistant Administration and Underwriter officer (Motor,Marine)– Adamjee Insurance Pakistan Limited.

(September, 2013 – January, 2019)

AREA OF WORK:

- Coordinates, manages and facilitates administrator's and executive's calendar to arrange appointments, set-up meetings, maintain minutes of meetings, and conferences. Provides reminders to the manager/executive of important tasks and deadlines. Manages diaries and organizes meetings and appointments.
- Conducts and maintains the inventory levels of office supplies.
- Maintains the attendance master list and generates the missing report on a daily, weekly and monthly basis based on location.
- the tasks assigned by the Manager / Executives are completed on time within deadlines
- Maintain petty cash register & tracking & distributing payments with coordination and routing the documentation accordingly. (PRs, RFQs, POs, Vendor master list & record master list
- Supervision of Motor and Marine Cargo underwriting department.
- Analyzing risk proposals (Motor, Property, Marine), issue quotations and ensuring complete compliance as per company's guidelines,.
- Monitoring motor insurance portfolio of assigned showrooms, leading operations team to ensure streamlined service ensuring complete compliance with company's underwriting policy.
- Correspondence with Insurance Companies regarding underwriting matters.(Co-Insurance).
- Leading negotiations with clients and brokers.
- Preparing Reinsurance slips and maintaining an effective liaison with Reinsurance department, Evaluating/ Negotiating Reinsurer's terms for FAC proposals.
- Preparing Fronting & Co-insurance documents.
- Reviewing and evaluating renewal business, making appropriate amendments for renewals, Ensuring subsequent follow-up & reminder for renewals and timely collection over-due premium.
- Coordination with corporate clients for running policies and endorsements.
- Coordinating with all Marketing Staff for Back office support.
- Advising sales staff and direct clients for covers and evaluate customer suitability for insurance coverage.
- Special Task Assign from Branch Head (Administration and Others).

Customer Service Representative – Standard Chartered Bank Pakistan(October 2011 – , 2012)

AREA OF WORK:

- As a Customer Service Executive in Customer Care for Retail Liabilities-
- Opened/closed accounts including Checking, Savings, Money Market, Certificates of Deposit; ordered bank supplies, ATM/debit cards; processed wire transfers, ACHs, Cashier's Checks, stop payments, loan payments and loan applications. Provided navigational assistance with online and mobile banking.
- Responded to customer inquiries, providing information on bank accounts, policies, products, and services.
- Assessed needs of customers, suggesting products and services accordingly.
- Researched and resolved service-related problems.
- Maintained customer confidentiality, privacy and security.
- Quickly and effectively solved customer challenges.
- Customer service/ relations regarding customer accounts and daily needs.
- Responded to customer's enquiry calls for Savings Account, Current Account and Term and Recurring deposits.
- Provided assistance to regular and wealth customers for good customer service experience with the Bank and catering to all the needs of the customer for a proper solution to their problems.
- Performed on-line troubleshooting, identified problems and gave technical advice, filed service request and follow up on scheduling.
- Completing the sales targets with more ability given by the bank from time to time.

Data Entry Officer (Accounts Services Unit) – Standard Chartered Bank Pakistan(October 2012 – September, 2013)

AREA OF WORK:

- Data Entry related with Accounts Services.
- Coordination, feedback, follow-up with concerned department

ACHIEVEMENTS:

- Certified from Chartered Insurance Institute UK (CII)

EDUCATION :

- Masters of (English Literature) – Cleared in 2009 from University of Pakistan.
- Bachelor of Science (BSC) Cleared in 2007 from University of Pakistan.

SKILLS AND ABILITIES:

Communication	Team Player
Compliance	Flexibility
Quick learner	Enthusiastic
Adaptability	External awareness
Decisiveness	Creative and Innovative
Conflict Management	Delegation
Integrity	Networking Skill
Administration	Competitive
Personal Assistance	Leadership
Maintaining High levels of	Work under High Pressure
Accuracy	Outgoing Nature
Meeting Deadlines	Organization and Time
Multitasking	Management

TECHNICAL SKILL:

- Proficient in MS Office (Word, Excel, PowerPoint, MS Office).
- Graphics Designer Photoshop, 3DMax, After Effects, Flash Etc

- **PERSONAL DETAILS:**

Date Of Birth : 24-09-1987
Marital Status : Single
Nationality : Pakistan
Gender : Female
Passport Number : CB3171263

Visa Status : Employment Visa (Transferable)

LANGUAGE DETAILS :

ENGLISH

HINDI

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DECLARATION:

I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

HANIA BHUTTO

Date:

Place: