

CURRICULUM VITAE



Masira Mohiydeen

Abu Dhabi, UAE

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DATE OF BIRTH

September 19, 1989

NATIONALITY

Indian

RELIGION

Islam

MARITAL STATUS

Married

VISA STATUS

Tourist Visa
(valid till May 6, 2021)

EDUCATION

- | | |
|-------------|--|
| 2012 - 2013 | MBA (Master's in Business Administration)
Major in Human Resource
ICFAI University, Sikkim - India |
| 2007 - 2010 | Bachelor of Commerce (with Computer Application)
Our Institute, Mahatma Gandhi University, Abu Dhabi – UAE |
| 2005 – 2007 | High School (Commerce)
Abu Dhabi Indian School |

PROFESSIONAL EXPERIENCE

- Nov 2016 - Jul 2018 **National Takaful Company PJSC, Watania (Abu Dhabi - UAE)**
- **Insurance Specialist - Technical Department (Claims & Underwriting)**
(*Engineering, Fire, Property, Marine & General Accident Classes*)
- Settling claims in most cost-effective manner and ensuring timely issuance of disbursements.
 - Maintain good relations with clients, professional surveyors, and brokers.
 - Worked on highly complex claims, from initial notice through to claim resolution.
 - Examine insurance proposals and Evaluate the claims on the basis of policy.
 - Collect background information and assessments of risk.
 - Prepare quotes and negotiate terms with brokers and clients.
 - Finalize on premiums after consultation with Manager.
 - Issuing Policies, Certificates, endorsements, and renewals.
- Jan 2012 - Nov 2016 **Al Dhafra Insurance Co. P.S.C (Abu Dhabi – UAE)**
- **Insurance Supervisor – Non-Motor Claims**
(*Engineering, Fire & General Accident Classes*)
- Ensure claims are settled in accordance with policy and company guidelines.
 - Promptly advise clients of decisions regarding claims.
 - Worked closely with aligned underwriting units, including
(i) providing regular claim updates; (ii) advising on policy wording.
 - Monitor the claims activities.
 - Prepare and present reports to management.
 - Apply creative problem-solving to selected claims, while adhering to policy definitions and regulations.

LANGUAGES KNOWN

English, Hindi,
Malayalam, & Tamil

DRIVING LICENSE

Valid U.A.E light vehicle
driving license

IT SKILLS

Visual Basic 6.0,
Oracle 8i,
Adobe Photoshop,
MS Office,
Insurance Softwares –
Premia, Eskadenia &
Genero Systems

Nov 2008 - Dec 2011 **Al Dhafra Insurance Co. P.S.C (Abu Dhabi – UAE)**

➤ **Insurance Clerk - Non-Motor Claims**

- Dealing all sorts of daily routine matters pertaining to Claims Department like registering, analyzing and settling Claims both Direct & Inward (Engineering, Fire & General Accident Classes).
- Appointment of Surveyors & coordination.
- Handle claims electronically on in-house data management system.
- Preparing monthly, quarterly & yearly bordereaux.

Oct 2007 - Apr 2008 **First Gulf Bank (Abu Dhabi – UAE)**

➤ **Telesales Executive - Marketing**

- Telemarketing – communicating with customers to achieve required targets.
- Maintaining detailed records and accounts of all telesales promotions.
- Developing and maintaining new database contacts and details of potential customers.

EXTRACURRICULAR EXPERIENCE

- ✓ Communication & Leadership Skills Programs (Toastmasters)
- ✓ Completed CTM (Competent Toastmasters) and CL (Competent Leader) Projects and obtained Certificates from Toastmasters Int'l, California, USA.
- ✓ Attended various career development courses within UAE and obtained many rewards and trophies/certificates.