

# Veena Pathrose

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## OBJECTIVE

To procure a position loaded with challenges and responsibilities, where I could utilize my knowledge, experience, leadership and people management skills which would help me to prosper and benefit the organization.

## Professional Synopsis

- 7 years of work experience in claims department of Allianz Insurance.
- Handling insurance claims from registering to settling a claim.
- Handling customer and representative calls.
- Handling customer grievance.
- Training and mentoring the new joiners.
- Supporting operations with data, quality and performance management of the respective team.

## Training Courses Completed

- Leadership: Practical skills
- Working with difficult people

## Organizational Experience

**Allianz Insurance Plc, Trivandrum, India:**

***Grade 5, Senior Claims admin Handler- Claims- April 2017 till date***

***Grade 4, Senior Claims admin Handler- Claims- April 2016 to April 2017***

***Grade 3, Customer Service Associate- Claims- February 2015 to April 2016***

***Grade 3, Customer Service Associate- Claims- December 2013 to February 2015***

- Customer support and processing insurance claims.
- Subject matter expert- manages risk assessment, business cases and business process documentation. Attend meetings, create training materials.
- Training, coaching and mentoring new joiners and cross training members of other teams.
- Allocating work to handlers across claims handling centre.
- Sanctioning payments of blacklisted companies.
- Setting up new claims with the details received through emails, scanned documents and calls.
- Reply to feedbacks from other teams regarding quality and handle escalations from customers.

## Skills

- Intermediate excel, power point and word
- Customer support and management
- Data handling
- Team management
- Interpersonal and comprehensive customer service

## Educational Credentials

- **Master of Business Administration(HR and Finance), Kerala University- 2014**

MSN college- Kollam, Kerala

- **Bachelor of Science, Kerala University – 2009**

SN college- Kollam, Kerala

- **12<sup>th</sup>, ISC – 2005**

Mount Carmel AIGHS- Kollam, Kerala

- **10<sup>th</sup>, CBSE – 2003**

Al-ain Juniors School- Al-ain, U.A.E

## Personal Details

### **Address:**

Pushpalayam  
Vallikeezhu 27  
Kavanad PO  
Kollam  
Kerala-691003  
India

**Nationality:** Indian

**Passport number:** U5120154

**Date of Birth:** 01/08/1987

**Place of Birth:** Al-ain

**Languages:** English, Malayalam, Hindi, Arabic (read and write)

**Hobbies:** Fishing, Cooking, Driving

I hereby confirm that all the information mentioned above are authentic to the best of my knowledge.

Place: India

Date: 12/11/2020