ALPESH ISHVARBHAI MACHHI

Customer Support Executive (General & Health Insurance)

 : 8866280187

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 : 27,Bhathiji Chowk Old Quators,Kishanwadi, Ajwa Road,, VADODARA, GUJARAT.

Date of Birth: 07/20/1987

Gender: Male

Marital Status: Single

Nationality: India

SUMMARY

An insurance customer service representative manages insurance company inquiries, resolves service problems, documents customer requests, and finalizes policy adjustments. Additionally, they assist insurance agents and sales representatives in resolving customer complaints.

WORK EXPERIENCE

8 April 2024-Till Back office staff

Probitas Insurance Broking Pvt Ltd VADODARA, GUJARAT

February 2023 - Customer Support Service (General & Health Insurance)

January -2024

Navinchandra Insurance Broking Pvt Ltd VADODARA, GUJARAT

1. Attend calls to provide information related to insurance policies and informing about any modifications in the policy to prospective as well as current clients.
2. Keep the customers well-informed and satisfied every time.
3. Examine whether the necessary changes were made in so as to resolve the customer?s problems.
4. Cancel accounts and inform customers about claim investigation results.
5. Suggest improvements in packaging, products, service, shipping, procedures, or billing methods to avoid future problems.
6. Solicit sale of additional or new products and services.
7. Maintain strong customer relationships.
8. Keep customer transactions and interaction records including all the complaints, inquiries, comments, and actions performed.
9. Send mails, newsletters, and other correspondence forms to customers.
10. Protect the company reputation.
11. Offer price quote information to prospective clients.

September 2021 Assistant Manager

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April 2022 Mialtus Insurance Broking Pvt Ltd VADODARA, GUJARAT

Assistant Manager in the insurance industry may be required to undergo training on specific software systems and tools used for policy management, claims processing, and customer interaction tracking.

October 2018 -

November 2021

# Claim Assistant

Iffco Tokio Vadodara, Gujarat

April 2018 -

August 2018

# Executive

Health India Insurance TPA Vadodara, Gujarat

April 2010 -

June 2017

# Process Executive

Vipul Medcorp Insurance TPA PVT Vadodara, Gujarat

EDUCATION

May 2005 -

June 2008

# Account - Gujarat University

Bachelor Of Commerce Vadodara, Gujarat.

June 2003 -

June 2005

# Secondary Education - Gujarat Board

Senior Secondary School Certificate (SSCE) Vadodara, Gujarat.

June 2002 -

June 2003

# Primary Education - Gujarat Board

First School Leaving Certificate (FSLC) Vadodara, Gujarat.

SKILLS

Multi- tasking

Pacify Difficult Customers And Handle Their Problems

Have Effective Verbal And Non- verbal

Communication Skills

Approachable Able To Work In Flexible Work

Able To Cope With A Fast-

Resolve  Problem

Efficiently After Critically Analysing Situations

Timings paced

Work Environment

HOBBIES

Travelling

Cricket