




ALPESH ISHVARBHAI MACHHI

Customer Support Executive (General & Health Insurance)

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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

April 2024 – December 2024 (Back Office Staffe (General & Health Insurance)

- Probitas Insurance Brokers Pvt LtdVADODARA, 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.

February 2023 – Customer Support Service

January 2024 Navinchandra Insurance Broking Pvt Ltd

September 2021 Assistant Manager

April 2022 Maltus 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-	★★★★★

Timings

paced
Work
Environment

Resolve
Problem
Efficiently
After
Critically
Analysing
Situations



HOBBIES

Travelling

Cricket