

Deepdarshan Purohit

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Professional Summary

An Insurance professional with almost 12+years of experience in General Insurance operation, Underwriting and customer services. Strong industry background with Product & process knowledge for retail as well as commercial line.

Qualification

- Master of Business administration (MBA) with 71% from Barkatullah University Bhopal (Year 2008)
- Bachelor of Business Administration (BBA) with 57% from DAVV University Indore (Year 2005)

Work Experience**Turtlemint Insurance Broking Pvt Ltd.****16th Sep 2023 -Till Today****Manager Central Operation- Health Operation & Health MIS (Payout) (Grade -Manager)****Roles & Responsibilities:**

- TAT Management for Policy and Quote Issuance.
- To meet central Operation productivity with accuracy
- Handling NSTP cases and coordination with Insurer for Tele U/W and physical U/W
- Insurer relationship & Coordination (Portal Requirement, Issuance coordination & Escalations)
- Coordination with tech for automation projects and product integration at companies' portal
- Complaint Management and handle PAN India escalation regarding quote, issuance and payout.
- MIS Preparation and data analysis for payout.
- Recruitment, Training & Appraisal of team
- Discrepancy Management
- Updation of data into system for Payout to be release to Digital partner as per payout cycle
- PR Creation and data reconciliation for Digital partner payout activity
- Coordination with sales and Digital partner regarding Payout queries and activity points
- Automation project related to payout activity

SBI General Insurance Company Ltd**16th Aug 2010- Till 14 Oct 2019****Area Operation Manager- West (Grade -Manager)**

I got elevated to Area Operation Head in Aug'16 to take care of 5 states for GI operations. MP, Maharashtra, Chhattisgarh, Gujarat and Goa.

Roles & Responsibilities as an AOH

- TAT Management for Policy and Endorsement Issuance
- To meet regions productivity with accuracy
- Product Handling - Motor, Health, SME, PA, P&C Insurance.
- Data Analysis and Processing

- Complaint Management and handle CRM escalation
- Vendor and Premises Handling
- System validation and process flow with IT
- Change request with IT and UAT.
- Handling Sales Escalations.
- To adhere to the laid down process and compliance. To achieve internal quality rate as specified by Management for the proposals
- Cost Management
- Hiring, Training & Performance evaluation of resources for Category C,D&E branches
- Contribution in training & Development of operations staff
- Attract, Retain and Develop and Reward the Right People for Category C, D&E branches.
- To have continuous employee engagement to ensure and imbibe the corporate philosophy, receive feedback and groom to reach the expectations.
- Bank Reconciliation and coordination with other stake holders like Finance, IT and sales.
- Audit Responsibility for assigned category branches.
- Discrepancy Management
- MIS preparation and reporting

Roles & Responsibilities as a BOH.

- To handle branch operation related activities like policy issuance, dispatch of policies, endorsements, customer queries & quality assurance of policies etc
- Responsible for managing TAT of all the operation related activities (Policy & endorsement issuance & dispatch)
Coordinating for HR related activities like Joining and relieving of employee & implementing HR initiatives.
- Coordinating with finance for bank reconciliation, deposit slip generation, banking activity with TAT coordinating with CMP agency & petty cash management etc
- Coordinating with premises (infrastructure team) for searching new premises, LOI, construction work and launching of new branches
- To handle branch admin related work like vendor management, hotel tie ups & their Bill processing etc
- Responsible for branch Audit & whole back-office management

Bajaj Allianz General Insurance Company Ltd

11th Feb 2008 – 14th Aug 2010

I have joined Bajaj Allianz as a executive trainee and relieved as a Assistant Manager. I was handing complete Branch operation activity at Bhopal including Satellite offices of Jabalpur & Gwalior. I was awarded with Excellence Award in Central Zone for FY 2009-10 and elevated to next grade.

Branch Operation Head and Motor Underwriter

Roles & Responsibility:

- TAT Management for Policy and Endorsement Issuance.
- To handle branch operation related activities like policy issuance, dispatch of policies, endorsements, customer queries & quality assurance of policies etc.
- Scrutiny of proposals
- Motor underwriting.
- Loss ration analysis.
- Quality check and Dispatch of policies.
- Responsible for cover note reconciliation and Indent.

- Responsible for branch operations & underwriting audit.
- Discrepancy Management.
- Recruitment and Performance appraisal of Operation Team.

Personal Details

- **Date of Birth:** 1/08/1983
- **Marital status:** Married
- **Sex:** Male
- **Languages:** English, Hindi

DECLARATION:

I hereby declare that all the statement made in this application are true and complete to the best of my knowledge and belief. I shall be responsible for any action, if any of the above statements are incorrect at any stage in future.

Date: Thursday, May 23, 2024

Deepdarshan Purohit