

RESUME

Geethavani Guntakal Kakarla

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Objective:

To work in a challenging environment that allows me to use my skills to contribute to the company's success while also enhancing my knowledge in the insurance sector.

EMPLOYMENT HISTORY

EMEDLIFE INSURANCE BROKING SERVICES LTD

Aug'23 to Till Date

Working as Senior Executive (Client Services)

Responsibilities:

- Providing excellent client service.
- Managing MIS (Management Information System) reports.
- Coordinating with insurance companies and third-party administrators (TPAs) for timely payment of Employee Benefit (EB) claims.

SAFEWAY INSURANCE TPA PVT LTD

Feb'23 to Aug'23

Worked as Executive (Operations)

Responsibilities:

- Managed back-office operations and general administrative tasks.
- Worked as a Customer Relationship Manager (CRM) in the claims department.
- Handled both retail and group insurance claims.
- Acted as a primary contact between team members, insurers, and management.
- Communicated with members, insurers, and brokers to ensure smooth claims processing.
- Resolved customer queries through emails and calls.
- Escalated unresolved issues to relevant internal teams.
- Maintained records of customer interactions and call data.

- Followed up with insurers on payment and claims issues.
- Monitored cashless and reimbursement claims.
- Maintained positive relations with clients, brokers, and members.

FAMILY HEALTH PLAN INSURANCE TPA LTD	Apr'21 to Dec'22
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Worked as Executive (Claims)

Responsibilities:

- Served as CRM in the claims department.
- Acted as a point of contact for employee and insurer queries.
- Coordinated with members, insurers, and internal teams for smooth claims processing.
- Handled escalations related to payment issues, insurer priorities, legal cases, and data restorations.
- Managed all incoming and outgoing emails and ensured smooth documentation processes.

SBI LIFE INSURANCE CO LTD	Jun'18 to Nov'19
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Worked as Sales Support

Responsibilities:

- Provided sales support in the operations department.
- Coordinated with the concerned team for policy issuance.
- Followed up with bank branch managers regarding new policy issuance issues.

Educational Qualification:

- **B.Tech in Computer Science Engineering**, Intell Engineering College (JNTU), 2010.
- **Intermediate**, Sri Chaitanya Junior College, 2006.
- **S.S.C**, Tiny Tots E.M School, 2004.

Strengths:

- Quick learner with a strong willingness to learn.
- Effective problem-solving skills.

- Energetic, self-motivated team player, capable of working independently or in a team.
- Committed, punctual, and dedicated to work.

Technical Skills:

Technical Skills : Proficient in MS Office
: Basic knowledge of Java.
: Familiar with Manual and Selenium testing.

Personal Details:

Date of Birth : 10-07-1989
Gender : Female
Marital Status : Married
Nationality : Indian
Languages Known : Telugu, English, Hindi

Declaration:

I hereby declare that the above mentioned information is true to my knowledge.

Place: Hyderabad

Date:

(Geethavani Guntakal Kakarla)