



# KUMARA V

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Bengaluru-560076

## PERSONAL INFO.

Father Name:  
Venkatesha C

Date of Birth:  
20-05-1990

Gender:  
Male

Marital Status:  
Married

Religion:  
Hindu

Nationality:  
Indian

## EDUCATION

- Bachelor of Commerce (B.Com) ISM&TS, 2010
- Pre University (PUC) Govt PU College, Oldfort, 2007
- Govt High School, Sarakki, JP Nagar Bangalore (SSLC), 2005

## PROFESSIONAL OVERVIEW

Experienced Manager with a robust background in insurance broking services, demonstrates exceptional skills in client management, complaint resolution, and end-to-end endorsement processes. Proven track record of enhancing client satisfaction and managing major accounts. Strong proficiency in MS Office, Outlook, Career goal includes leveraging extensive experience to drive superior client service and operational excellence within the insurance industry. Also gained experience with esteemed insurance industries such as Aon India Insurance Brokers Pvt Ltd, Emedlife Insurance Broking Services Ltd, Marsh India Insurance Brokers, Global India Insurance Brokers & Medi Assist Insurance TPA Pvt Ltd.

## WORK EXPERIENCE

### Manager – Health Benefits (EB)

Aon India Insurance Brokers Pvt Ltd | Jun 2024 – Mar 2025

- Build and maintain strong relationship with corporate clients
- Managing large clients
- Functioned as first point of contact for clients to provide dedicated support
- Engaged regularly in evaluations with clients on a weekly and monthly basis
- Enhanced client satisfaction with superior account management
- Managed point of contact for client complaints and escalation cases
- Provide exceptional client service experience
- Executed end-to-end endorsement process using multiple strategies

### Deputy. Manager – Client Servicing & Retention

Emedlife Insurance Broking Services Ltd | Jul 2021 – Jun 2024

- Managing multiple clients
- Handling complete process of cashless and reimbursement
- Attend Weekly and monthly review meeting with clients
- Time Management in handling multiple tasks within TAT
- Ensuring positive and professional client servicing experience
- Handing point of contact of complaints and escalations
- Taking care of wellness activities and arrange health checkup drive
- Retaining the accounts with 95% retention rate
- Upselling & Cross selling of the products
- Acquiring new clients using possible leads in the market

## SKILLS

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- Microsoft Office
- Outlook
- Tally
- Modern Technical Tools

## SOFT SKILLS

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- Team Management
- Communicator
- Problem Solving
- Analytical
- Presentation Skills

## LANGUAGES

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- English
- Kannada
- Telugu
- Tamil
- Hindi

### Senior Executive – Client Servicing

Global Insurance Brokers Pvt Ltd. | Jun 2019 – Jul 2021

- Managing multiple clients
- Handling cashless & reimbursement claims queries
- Generating the MIS Reports weekly basis using Pivot & V-lookup
- Helping client on their queries through calls & mails
- Co-ordinating with TPA & Insurance companies for claims & endorsements

### Senior Executive – Client Servicing

Marsh India Insurance Brokers Pvt Ltd | Aug 2017 – Jun 2019

- Managing a single client on all their Insurance portfolios
- Handling cashless & reimbursement claims queries
- Generating the MIS Reports weekly basis using Pivot & V-lookup
- Helping client on their queries through calls & mails
- Resolving queries within TAT
- Processing monthly endorsements
- Co-ordinating with TPA & Insurance companies for claims & endorsements

### Senior Executive – Client Relationship Management (CRM)

Medi Assist India Insurance TPA Pvt Ltd | Mar 2015 – Jul 2017

- Managing a multiple clients
- Handling cashless & reimbursement claims queries
- Generating the MIS Reports weekly basis using Pivot & V-lookup
- Helping client on their queries through calls & mails
- Resolving queries within TAT
- Co-ordinating with Brokers & Insurance companies for claims & endorsements

### Executive – Non Voice Process (iTunes Process)

Aditya Birla Minacs Worldwide Ltd | Oct 2013 – Mar 2015

- Providing email support clients
- Responsible for TAT follow-ups
- Closure of email tickets within 24 Hrs

### Executive – Enrollment Department

Medi Assist India Insurance TPA Pvt Ltd | Dec 2011 – Sep 2013

- Updating policy details in Medi Assist server
- Issuing E-cards
- Helping internal teams with enrollment related activities

## CERTIFICATIONS

- Brokers Qualified Person/PO Certification from National Insurance Academy, Pune (NIA, Pune)

## DISCLAIMER

I hereby declare that the above-mentioned information given by me is true and correct to the best of my knowledge and belief. I request you to kindly give me an opportunity to serve in your esteemed organization.

Thank You

Kumara V

Date:

Place: Bengaluru