

MAHARAJA THAMILARASAN

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PROFESSIONAL EXPERIENCE

HDFC ERGO GENERAL INSURANCE COMPANY LTD

17th May'22 onwards

- Joined as **Manager** for **RBG (Retail Business Group)** in Central Operations (DPPM) from 17th May'22

JOB PROFILE

Operational

- Handling the team of 12Members for Licensing Process.
- Managing Operational activity for Categories Like IRDAI Agent, POSP, MISP, IMF and Corporate Agent (CA) for issuance of license / Agency.
- Handles Renewals, Transfer & Cancellation of agent's licenses for PAN India

MIS & Reporting

- Reconciliation with IRDAI Data with our **MIS (Management Information System)**.
- Handling Audit & report maintenance for **KPI (Key Performance Indicators)** as per requirement of Process & Management.

Client Relationship Management

- Handling Internal and External Customer queries pertaining to Agent Licensing & through Company Software (**CRM – Customer Relationship Management**).

Certification Courses (Employee Awareness Module)

1. Anti-Money Laundering
2. Risk Management
3. POSH (Prevention of Sexual Harassment)
4. Information Cyber Security & Business Continuity Management System.
5. Stakeholder & Conflict Management.
6. Problem Solving & Sustainability Awareness Program.
7. Fundamentals of General Insurance.

- Worked as **Operation Manager** for Agent Licensing and Deal Management Process in Central Operations from 13th August 2013.
- Promoted as **Senior Operation Manager** of Licensing Department in Apr-2019.

JOB PROFILE

Operational

- Handling the team of 09Members for Effective Licensing Process.
- QC (**Quality checking**) of the documents provided by the Agent and POS and MISP and Corporate Agent (CA) before issuance of license.
- Sponsoring prospective Agent or POS or MISP for training & examination through IRDAI (**Insurance Regulatory and Development Authority of India**) website.
- To Issue the licenses for trained & examined.
- Dispatching licenses of the agents to the respective Mo's (**Marketing Officers**) & agents directly at their addresses after confirming the proper addresses in the system.
- Handles Renewals, Transfer & Cancellation of agent's licenses for PAN India
- Maintaining all Agents, POS, MISP, Brokers, Corporate Agents & Corporate Customers NEFT (**National Electronic Funds Transfer**) Record and send report to Commission Payouts Team on daily basis.
- Handles corporate agency licensing as per IRDAI guidelines.

MIS & Reporting

- Reconciliation with IRDAI Data with our **MIS (Management Information System)**.
- Making Audit report & **KPI (Key Performance Indicators)** as per requirement of Management.
- Preparing a Daily MIS reports for required Channels.
- Preparing Monthly revenue generation report.

Client Relationship Management

- Handling Internal and External Customer queries pertaining to Agent Licensing & Commission Payout through Company Software (**SAMADHAN**).
- Handling Escalations.
- Continuous follow up with Team & other members to solve clients queries.
- Helping team members in process improvement and developing internal system programmed.

Kotak Securities Limited

Worked as Associate & Third Party Dealer in Broking Division

21st Jan'13 - 29th July'13

Key Responsibilities:

- ❖ Scrutiny of Trading Account which are not under operation for longer duration.
- ❖ Activation of the non operating account. (By taking new order)
- ❖ Interaction with Customer and provide appropriate service.
- ❖ Handles Reactivation Process
- ❖ Verifies client Details
- ❖ MIS.

NATIONAL VENTURE RESEARCH

Worked as Auditor (Team Leader)

26th July '10 – Aug '12

Key Responsibilities:

- ❖ Contractor wise Invoice and Billing Analysis
- ❖ Weekly, fortnightly and Monthly Analysis of Consumption issue by Airtel to Alcatel
- ❖ Experience on **BMS (Billing Monitoring System)** and **WIMS (Warehouse information management system)** for billing and consumption booking,
- ❖ Monthly Auditing and reconciliation of material issued and other documents of Airtel and material consumed by vendors.
- ❖ Responsible for managing the Accounts Payable function.
- ❖ Timely follow up with vendors for submission of invoices.
- ❖ Coordination between Vendor and Finance department.
- ❖ Resolve vendor queries.
- ❖ Highlights:
- ❖ Ensured timely submission of reports to Finance Department
- ❖ Independently handled team of Nine (9).

TAJ LANDS END

Worked as Account Associate

02nd Sept '09 – 21st June '10

Key Responsibilities:

- ❖ Worked on **Oracle software** for Inventory management.
- ❖ Providing inputs on material consumption to Finance Department for preparing Budget and for re-ordering.
- ❖ Procuring License from Excise department for events in Hotel.
- ❖ Stock verification.
- ❖ MIS reports to manager.

TIMEZONE

Worked as CSA - Floor Manager

13th July'07 – 26th Aug'08

Key Responsibilities:

- ❖ CSA (Customer Service Associate).
- ❖ Cash Management & Product Maintainer in Inventory Management.

EDUCATION DETAILS

Course/Degree	Institution	Year
Inter Company Secretaries (Executive Program)	ICSI OF INDIA	2012
M.Com (Vivek College)	Mumbai University	2011
Bachelor of Management studies (Vivek College) Specialization in Financial Management and Accounting	Mumbai University	2009
HSC	Sanskardham College of Science and Commerce	2006
SSC	Sanskardham English Medium School	2004

Additional Educational Courses:-

- ❖ **Post Graduate Diploma in Banking** from IFBI (Institute of Finance, Banking & Insurance).

COMPUTER KNOWLEDGE

- ❖ Experience in Oracle (Inventory Management system)
- ❖ Completed course in Tally-ERP 9 from Keerthi Computer Education (Goregaon)
- ❖ Proficient in Microsoft Office

PERSONAL DETAILS

- ❖ Date of Birth: 17th October, 1987
- ❖ Address: Goregaon (w).Mumbai – 400 090
- ❖ Language Knows: English, Tamil, Hindi & Marathi.