

# NAVEEN KUMAR SAHOTA

📍 London, UK

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## PROFESSIONAL SUMMARY

Dynamic Insurance Professional with over 9 years of expertise, specializing in motor insurance, claims settlement, and risk assessment. Proven track record of maintaining a 99% Turnaround Time (TAT) in motor claims settlement, ensuring fast, efficient service. Adept at policy underwriting, claims processing, and customer service, with a strong focus on achieving operational excellence and compliance. Proficient in data analysis and process optimization using Excel, SQL, and VBA.

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# PROFESSIONAL EXPERIENCE

## Bupa, London

Health Insurance Advisor | *Jan 2025 – Present*

- Specializing in health insurance policies, advising clients on tailored coverage options for individual and family needs.
- Responsible for managing claims processing and ensuring timely resolution of claims.
- Conduct risk assessments to ensure policy terms align with customer needs and regulatory standards.
- Continuously improving the customer experience by handling queries and renewals effectively.

## Desjardins, Canada

Insurance Associate | *Nov 2023 – Nov 2024*

- Managed motor insurance underwriting and claims settlement maintaining an impressive 99% TAT for claims resolution., ensuring quick and accurate coverage for clients.
- Conducted risk assessments, identifying customer needs and providing optimal solutions.
- Maintained a high standard of customer service, processing claims within stipulated timelines.

## The New India Assurance Co. Ltd.

Administrative Assistant | *Jan 2016 – Nov 2023*

- Focused on motor insurance, underwriting, and claims settlement.
- Managed claims processing, ensuring quick approvals and timely settlement, enhancing customer satisfaction.
- Responsible for policy endorsements and adjustments, ensuring all documents were in compliance with company guidelines.
- Conducted audit checks and identified system inefficiencies, recommending improvements to streamline processes and reduce TAT.
- Worked extensively with Excel, SQL, and VBA for data analysis, reporting, and managing claims records.

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## KEY SKILLS

- Motor Insurance Underwriting & Risk Assessment
- Claims Settlement & TAT Management (99%)

- Policy Management & Endorsements
  - Customer Service & Client Relations
  - Data Analysis (Excel, SQL, VBA)
  - Claims Processing & Compliance
  - Operational Efficiency & Process Optimization
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## EDUCATION

- 🎓 Master's in Business Administration (MBA) – Himalayan Garhwal University (2022)
  - 🎓 Bachelor of Business Administration (BBA) – Shepherd Business School, London (2014)
  - 🎓 Diploma in Mechanical Engineering – RIMT, Punjab (2011)
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## CERTIFICATIONS & TOOLS

- 🏆 Insurance Regulatory Training (IRDAI)
  - 🏆 Advanced Excel & VBA
  - 🏆 SQL for Data Analysis
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## LANGUAGES

- 🗣️ English, Hindi, Punjabi