

## **Pramod V Asolkar**

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### **BACKGROUND**

Over 15 years of successful experience in Life Insurance New Business Operations Service in Front End and Back-office customer service, experience in Delivering Award Winning Performance. During this period have developed and Refined Skills in Insurance Process Setup in Broking Channel Partner. Creating wow and Magical Movements/ Retention/Understanding and listening customer and providing solutions to their problems and concerns raised. Always Ensure Customer Servicing Goal is to Develop Long Term Relationships to build upon exceeding client expectations.

### **WORK EXPERIENCE**

**Grit Insurance Brokers Pvt Ltd 02nd Dec 24 till date.**

#### **Head of Operation**

- Handling New Business volumes from Entry stage to End to End Follow up till Issuance by doing coordination with Top Ten Life Insurance Companies Like TATA AIA Life / HDFC Life / ICICI Pru/ Bajaj Allianz Life/ Max Life / Bharti Axa Life / PNB Met Life / Birla Sun Life / LIC etc.
- PO Grid Import and Export from reputed broker to company software, Payout Calculation for Life and Health Policies as per Grid and sending to Account Team.
- Maintaining and controlling the End-to-End Tat of New business by highlighting NB Requirements, which needs to close by chasing sales and UW Team of Insurer.
- Giving Application Form Filling Scrutiny training to Operations and Sales team to ensure ZERO requirements raised leading to less number or complaints in relation to Undelivered Policy Documents / Incorrect Details Captured / etc.
- Giving Timely Feedback to sales team to improve and looked upon the mistakes made and ensuring to improve upon the quality and delivering good results to outperform FTR in New Business Processing.
- Doing Weekly Meetings and Con call with different teams and channels to innovate new ideas and processes to be looked upon for implementation.
- Initial Set up established and organized.
- Insurer registration for New Business.
- Performing BQP Activities.
- Publishing YTD Summary PAN India Cases on daily basis.

**Providence Investment Corporation Pvt Ltd 29th May 24 to 30<sup>th</sup> Nov 2024.**

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- Handling New Business volumes from Entry stage to End to End Follow up till Issuance by doing coordination with Top Ten Life Insurance Companies Like TATA AIA Life / HDFC Life / ICICI Pru/ Bajaj Allianz Life/ Max Life / Bharti Axa Life / PNB Met Life / Birla Sun Life / LIC etc.
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**Policy Bazaar Insurance Broker Pvt Ltd 27 Dec 21 to 27<sup>th</sup> May 2024.**

**Deputy Manager**

- Handling New Business volumes from Entry stage to End to End Follow up till Issuance by doing coordination with Top Ten Life Insurance Companies Like TATA AIA Life / HDFC Life / ICICI Pru/ Bajaj Allianz Life/ Max Life / Bharti Axa Life / PNB Met Life / Birla Sun Life / LIC etc.
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## **INVICTUS INSURANCE BROKING Pvt Ltd 13 Jul 17 to 27 Feb 21**

### **Operations Manager**

- Managing 35 Branches Pan India with a Team strength of 6 Members (Zonal Spoc).
- Handling New Business volumes from Entry stage to End to End Follow up till Issuance by doing co ordination with 15 Life Insurance Companies Like HDFC Life / IPRU/ BAJAJ / TATA / MAX / BHARTI AXA / LIC etc.
- Maintaining and controlling the End-to-End Tat of New business by highlighting NB Requirements which needs to close by chasing sales and UW Team of Insurer.
- Driving persistency from branch level to achieve the persistency percentage and qualifying the branch.
- Performing RCA of requirement raised which leading to escalations and complaints and giving feedback to Sales Team so no to repeat the same mistake again.
- Giving and publishing Training Material and arranging Refresher Training Sessions relation with Policy Servicing / New Process Change Roll Out's.
- Giving Application Form Filling Scrutiny training to Operations and Sales team to ensure ZERO requirements raised leading to less number or complaints in relation to Undelivered Policy Documents / Incorrect Details Captured / etc.
- Ensuring the policy servicing activities / Request and complaints are being followed and closed within TAT.
- Ensuring every customer service complaint is being followed and closed with proper results by doing co-ordination with different teams like Legal and compliance/ Finance / claims etc. and same is closed within TAT.
- Giving Timely Feedback to sales team to improve and looked upon the mistakes made and ensuring to improve upon the quality and delivering good results to outperform FTR in New Business Processing.
- Doing Weekly Meetings and Con call with different teams and channels to innovate new ideas and processes to be looked upon for implementation.
- Meeting Individual and Team KRA by managing to complete the Operational Targets.
- Submitting response to the IRDAI Complaints raised on Life Insurance Fraud Cases like Early Death Claims / Ill Health Person Insurance / Negative Area Login proposals etc. by Performing Investigation.

## **Robinhood Insurance Broking Pvt Ltd 13-Dec-2010 — 12-Jul-17**

### **Underwriter: New Business Life Insurance.**

- Underwriting all the proposals which are duly processed within the specified TAT'S, of TATA AIA, Birla Sun life, SBI Life Insurance, Kotak Life Insurance, ICICI Life Insurance, LIC etc.
- Underwriting all General Insurance Proposals which are duly processed with the specified TAT'S Company Name are – Religare Health Insurance, Bajaj Allianz General Insurance, New India General Insurance, Apollo Munich General Insurance, Star Health Insurance etc.
- Intimation of discrepancy to the Relationship Managers, Area Managers, AVP and follow-up for the ratifying the same.
- Analysis of Quotes received from insurance companies, selecting appropriate and competitive premium
- Ensuring accuracy in data capturing & timely rectification of the errors on the same day, Also Handling additional documents of all over Mumbai Branch.

## **ICICI Prudential Life Insurance Co Ltd 13-Mar-2006— 12-Dec-10**

### **Corporate Agency Operations.**

- Targets Calculation for Corporate Agency Month & Channel Wise,
- Maintaining & updating different types of master files used for incentive process.
- Daily basis Co-ordination & interaction with regions & collating logins data & then publishing Region cum Receipting-Wise Logins report to the ZM.
- Providing Mumbai Master Data, Zone-Wise, Region-wise cum Product-wise sales MIS to seniors on daily basis.
- Analyzing & preparing incentive structures for FSM & AM of all verticals through co-ordination with respective ratio as per their required changes on monthly basis.
- Follow-up & interaction with respective data providing team through mailing to get quality data for monthly incentive process.
- Resolving & maintaining proper records of all queries raised by Area Managers & sales managers regarding targets vs achievements on monthly basis.
- Code mapping for the Sales people and make necessary MIS to push them on motivational level.

**SESHASAI Eform Pvt Ltd. 01-Feb-2005— 30-Dec-05**

### **Corporate Agency Operations.**

- Generating the MIS report on daily basis.
- Entry of New Customer Application Forms (CAF )
- Attending Clients Queries and providing them with required information.
- Checking all the proposal of ICICI Prudential in SEPL System.

**TATA Chemicals Ltd.21-Jan-2004— 24-Dec-04**

### **Corporate Agency Operations.**

- Worked on Master File for PAN India.
- Worked on SAP System for short timing.

### **ACHIEVEMENTS & APPRECIATIONS:**

- Awarded for identifying false death claims of twin brother fraud by performing RCA basis on which claim was denied and saving insurer money.
- Awarded for Setting up Life Insurance Process right from the beginning
- Awarded for achieving 90% Persistency in CLUB 90 contest of Insurer companies.

**Academic Qualification:**

- BSC : Mumbai University (2003)
- HSC : Maharashtra Board (1998)
- SSC : Maharashtra Board (1996)
- Pursued Licentiate certificate course with 68 % from Insurance Institute of India.
- National Insurance Academy Direct Life Insurance exam passed with 63%
- Pursued Principal Officer / Broker Qualified Person Exam in January 2018 with 63% First Class from National Insurance Academy.
- Diploma in Information Technology & System Management.

**Personal Details :**

- Date of Birth : 25<sup>th</sup> September 1980
- Marital Status : Married
- Languages : English, Marathi, Hindi
- Hobbies: : Carom / Chess and Listening to Music

**Systems Knowledge** : Zen desk / Ninja / BMS

(Pramod Asolkar)

**References :**
