



Samskruthi M P Jain

Asst. Manager

INSURANCE OPERATIONS

Objective

Dedicated and results-oriented professional with 6+ years of experience in life insurance operations seeking to leverage expertise in policy administration, and team leadership to excel as a Life Insurance Operations

Professional Experience

Muthoot Insurance Brokers P Ltd

Life Insurance Operations Assistant Manager

September 2017- Present

- Oversee all aspects of life insurance operations, including policy issuance, claims processing, and customer service, ensuring adherence to regulatory requirements and company policies.
- Lead a team of 14 employees, providing guidance, training, and performance evaluations to ensure high productivity and quality of work.
- Collaborate with other departments, such as sales and marketing, to develop and launch new products and initiatives, contributing to company growth and profitability.
- Analyze operational data and metrics to identify trends and opportunities for improvement, presenting findings to senior management and implementing strategic solutions.
- Serve as a subject matter expert on life insurance products and procedures, providing guidance and support to team members and other stakeholders.
- Managed a team of 14 insurance processors, overseeing daily operations and ensuring timely and accurate processing of policy applications, endorsements, and claims.
- Developed and implemented training programs for new hires and existing staff to enhance knowledge and skills in life insurance operations.
- Conducted quality assurance audits to assess compliance with company policies and regulatory requirements, identifying areas for improvement and implementing corrective actions as needed.
- Collaborated with IT and other departments to enhance system functionality and improve workflow automation, reducing manual processing and increasing efficiency.
- Capable of working independently and as well as a part of team
- Team work with good interpersonal, communication and fast learning skills. Highly adaptive to any type of work environment and technology.
- Ability to troubleshoot and having excellent client facing skills

Contact

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Language

English Kannada Hindi

Skills Summary

- Proficient in life insurance operations, including policy administration, renewals and claims processing
- Strong leadership and team management skills
- Excellent analytical and problem-solving abilities
- Knowledge of regulatory requirements and industry best practices
- Effective communication and interpersonal skills

EDUCATION

Mangalore University
Bachelor of Commerce (B.com) - 2010

Department of Pre-University Education
PUC - 2006

KARNATAKA SCHOOL EXAMINATION AND ASSESSMENT BOARD
SSLC - 2004

CERTIFICATIONS

Insurance Regulatory and Development Authority of India (IRDAI)