

VIVEK CHANDRAKANT STHALEKAR

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Aspires to pursue senior level assignments in Insurance Operations.

Core Competencies:

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|---------------------|-------------------------------|--------------------------|
| - Claims Management | - Insurance Sales & Marketing | - Underwriting |
| - Policy Renewals | - Key Accounts Management | - General Administration |
| - People Management | - Audit | - Accounts |

PROFESSIONAL PROFILE

- ⇒ A dynamic professional **with over 40 years** of qualitative experience in the field of Administration, Audit, Legal and Marketing **associated with SBI Life Insurance Pvt. Ltd.; currently as Vice President**
- ⇒ A logically sound & stable professional. Have worked on revising claims' procedures and have assisted the management & clients to resolve issues in a planned manner.
- ⇒ Hands on experience in working across departments like New Business, Sales, Accounts, Policy Servicing, Claims and Office Servicing; self motivated, able to strategically plan & establish internal controls, procedures, MIS etc.
- ⇒ A team player/ leader par excellence possessing good communication and interpersonal skills with the ability to work under pressures & deadlines. Strong analytical, problem solving & numerical abilities.
- ⇒ Attained proficiency in managing
 - Operations/ processes
 - CRM to surpass achievement of delivery & service quality norms.
- ⇒ Extensive experience in Underwriting, Policy Servicing and Client Servicing activities.
- ⇒ Possess excellent interpersonal & organizational skills with proven abilities in customer relationship management and planning.
- ⇒ Conducting classes for Licentiate and Associate examination to be held by Insurance Institute of India.

CERTIFICATION

~ Fellow of Insurance Institute of India, year 1991

PROFICIENCY FORTE

Service Operations

- ⊗ Suggesting the clients the various policies according to their needs. Resolving/ addressing client queries.
- ⊗ Building and maintaining healthy business relations with high net worth and corporate clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.
- ⊗ Responding to customer issues on a daily basis and resolving their queries.
- ⊗ Following-up with clients with activities like complaint resolution, query/ instruction pre-processing, suggest opportunities for improving work-flow.
- ⊗ Providing pre sales' support to marketing/sales team. Making quotations for big corporate clients and involved in scrutinizing & accepting proposals. Ensuring adherence to process targets & goals.
- ⊗ Preparing & compiling various weekly/ monthly MIS reports pertaining to process and productivity.

Claims Management

- ⊗ Managing claims, reassessing them regularly & making recommendations for the settlement of claims.
- ⊗ Testing the claim system to ensure smooth execution of operations.

- ⊗ Ensuring all enquiries & payments are dealt with quickly, keeping the files and documents updated
- ⊗ Conducting claims investigations into early and non early claims.
- ⊗ Informing clients about acceptance & repudiation of claims and organizing documents/ payments accordingly.
- ⊗ Having the history of repudiation of some early death claims through Investigation.
- ⊗ Prompt settlement of Maturity Claims and Survival Benefits before the due date.
- ⊗ Calling for suitable requirements for settlement of Death Claims based on whether the claim is early or non-early.
- ⊗ Following up of pending Claims and calculations of claim amounts and Bonuses.

Domain Experience:

❖ Policyholders' Servicing Department

- Calculating and processing of requests for loan from policy holders
- Attending to requests from policyholders such as Nominations, Assignments, Transfer of policies, Change of Addresses, Alterations etc.
- Settling of surrendering of policies (after making maximum efforts for conservation)
- Invoking Foreclosure action on lapsed policies on which loan was availed & on which interest was pending.

❖ Sales Dept:

- Appointing, Terminating, Reinstating, Re-appointing of Agents.
- Settling agents benefits like Commission, Advance and Gratuity.
- Handling club membership of agents.
- Training agents in new business as also in servicing of clients
- Collecting data & comparing performance of agents, D. O's & branch office in relation to the budget to be achieved.
- Implementing IRDA norms for agency recruitment and appointment
- Taking motivational classes/sessions to agents
- Handling matters relating to recruitment, commission payments, advances and termination of agents.

❖ New Business:

- Scrutinizing proposals received and underwriting of proposals.
- Coordinating with agents and development officers.
- Training of agents.
- Checking premium calculation, issue of policies and other day to day activities.

PROFESSIONAL CONTOUR

Since Nov'05 associated with SBI Life Insurance Pvt. Ltd.; currently as Chief Manager

CAREER GROWTH PATH

Nov'05 to Sep'07	Manager
Sep'07 to Sept10	Senior Manager
Sept,10 to Sept 12	Chief Manager
Sept 12 to May 18	Associate Vice President
May 2018 onwards	Vice President

Notable Attainments

- ~ Pivotal in preparing process notes of various functions of policy servicing Departments.
 - **Alternate modes of premium.**
 - **Free look cancellations.**
 - **ULIP surrender, Non-ULIP payment.**
 - **Foreclosure.**
- ~ Instrumental in implementation & UAT's of Revival Module, Change of address module & Fund switch module.
- ~ Instrumental in designing "Customer Self Service" portal.
- ~ Significant role in imparting training to employees across the county on decentralization of above modules to branches.
- ~ Handled record management services swiftly

- ~ Reviewed MIS and critically analyses the same to be placed before Top Management.
- ~ Handling swiftly Vendor Management. Instrumental in saving the cost of the company to the tune of 25.30 lacs in the year 2010-11 by sending renewal premium receipts in Inland Form. Further, saved Rs.10 lacs in the process revampness of Surrender merging.
- ~ Empanelment of Corporate Intermediaries viz. Individual Agents, Corporate Agents, Brokers, Insurance Marketing Firms
- ~ Conducting Training Sessions of Branch Sales Managers, Non sales Sales Associates as well as of Team Members
- ~ Played Pivotal role in implementing enhancement in Empanelment Module & Complaints Module,
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Oct'82 to Nov'05 associated with LIC of India; last designated as Zonal Manager's Secctt.

CAREER GROWTH PATH

Oct'82 to Dec'92	Centralised claims dept.
Dec'92 to Jun'94	Assistant Administrative Officer
Jul'94 to Mar'95	Investments dept.
Mar'95 to Jan'97	Claims Dept. in No. 1 Branch of Country
Jan'97 to May'99	Branch Manager at Ahmedabad
May'99 to May'01	Goregaon as B.M.
May'01 to May'04	Kandivali as B.M.
May'04 to Nov'05	Zonal Manager's Secretary.

Notable Attainments

- ~ Conducted press meeting of New Product launches and periodical meetings of Zonal Section Heads.
- ~ Pivotal in coordinating between Chairman's secretary & Zonal Manager Secretary.
- ~ Interacted & coordinated with 21 divisions of Zone in every aspect of business viz. Marketing, administration.
- ~ Imparted Training to students appearing for Licentiate and Associate Examinations of Insurance Institute of India.

ACADEMIC CREDENTIALS

1983	B.Com	Mumbai University, with 53.17%
1985	Bachelor of law	Government Law College.

PERSONAL VITAE

Date of Birth : 6th May 1963

Address : Chaitanya, 26, Saraswati Barg, Jogeshwari (East), Mumbai – 400060.