



Noel Dsouza

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Date of Birth: 13 May 1991

Objective

To be an asset to the organization and in process, further enhance my skill and abilities which will help in my professional and personal growth.

Skills

- Team building & Strong Customer Focus
- Excellent Communication and Interpersonal Skills
- Effective pressure handling skills
- Exceptional Customer handling skills

CONTINENTAL Insurance Brokers, Dubai – April 2023 – Present

Client Servicing Manager (Successio)– LIFE/Medical Insurance and Investments.

- Managing complete Client Services as a point of contact for Renewals, Claims, Escalations of HNI / UHNI Corporate and Individual accounts.
- Managing new business for Medical Insurance with Payments, Claims and Renewals.
- Complete Stakeholder management, and interdepartmental coordination.
- Provide complete support over call and email.

TATA AIA Life Insurance Company- November 2017 – September 2022

Assistant Operations Manager – Customer Service (Partnership Sales Support Team)

- Managing a Team in a support function for Channel partner (IndusInd Bank) Pan India.
- Stakeholder management East & West Regions + PAN India.
- Publish reports and analysis for areas of improvement and downloading it to the Team.
- Managing Customer KYC, Due diligence, and AML processes effectively and pitch modes for E-verification.
- Effectively manage and address HNI Complaints along with Escalation management.
- Managing Medical fixation along with following up for reports for personal Zones & PAN India and expediting report upload.
- Managing TPA and Vendor activities for agreed service deliverables.
- Manage Contact Centre verification processes and manage calling queue for HNI/HV International calling cases.
- Conducting interviews for the Team.

Mediclinic International Group (Dubai) – September 2016 – November 2017

Patient /Client Services Administrator

- Effectively executing the Patient / Client appointment scheduling, Confirming, referring and registration process along with billing.
- Responsible for training, development and coaching of other patient / Client service administrators within the group.
- Provide constant telephonic and email support with regards to company products and services as a single point of Contact.
- Handle Insurance medical coverage for clients depending upon their Insurance plans.
- Responsible for managing and promoting insurance plans for insurance companies.
- Insurance approvals, claims, and rejection processing along with managing the usage limit.
- Effective Inter departmental co-ordination.
- Handle the cash-up process and related tasks.
- Exceed client satisfaction with a focus to improve quality of Patient/Client services.

Directi Pvt. LTD– June 2014 – August 2016

Senior Business Development and Marketing, Compliance Officer:

- Evaluating the customer's requirement by following the customer engagement standards to provide best solutions.
- Encourage clients (Reseller) to make payments which in turn boost high sales.
- Monitor payments made from around the globe.
- Providing vigorous email support to clients
- Managing & motivating the Team to increase efficiency and achieve the highest level of instances.
- Inter departmental co-ordination.
- Responding to customer complaints and comments.

Burj Al Arab, Dubai – June 2011 – March 2014

Guest Service Executive:

- Maintain a long-term relationship with the Customers and manage all administrative tasks.
- Upsell in-house merchandise.
- Looking after the Reception Desk on his/her respective floor.
- Carries out guest registration, cashiering and other administrative tasks as per the standard.
- Mentoring and training new Team members on product knowledge and Hotel policies.

Awards and Honors

- Secured 100% in the International Leading Quality Assurance Audit, Guest Services for Burj Al Arab, Dubai.
- Achieved highest positive Guest Feedbacks and won Star of the month award on multiple occasions.
- Got promoted as a Senior Officer within 12 months of work.

Academics

- 2011 Institute of Hotel Management, Bangalore
- 2008 Higher Secondary School, Mumbai University
- 2006 Senior Secondary School, Mumbai

Personal Attributes

Hobbies: Watching Movies, Cooking, Reading, Listening to Music

Languages: English, Hindi, Marathi, Konkani

References: Upon request

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