

MD FURQAN HUSSAIN

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Career Objective

Seeking a responsible and challenging position in an organization where I can bring immediate value through my analytical & computer skills and develop and hone my skill sets.

Work Experience

Presently working in **ICICI Prudential Life Insurance.**

Location : Gurgaon
Duration : August 2022 To till Date
Job Title : Asst. Manager
Department : Central Team of Credit life

Roles & Responsibilities

- Provides real time support to SM and FSC related to product, claims, surrender, correction, login, medical, servicing etc.
- Coordinates with UW and COPs team for policy issuance process and coordinates with Affinity Team for service process.
- Circulates weekly updated claim MIS with sales team and partners to ensure timely fulfillment of claims requirements raised by claim team.
- Circulates on daily basis Annual income and loan share percentage or Premium mismatched cases related to Login with sales team and ensure timely fulfillment of Login requirements.
- Coordinate with Affinity team to amend the policy, register a claim, surrender, correction & cancel the policy.
- Provide COI (Certificates of Insurance) to customers, sales teams and partners.

- ❑ Customer escalation handling regarding surrender of the policy, Correction for the issued policy, Making sure the Premium amount is correct as per the details received, making sure claims are addressed correctly without Nominee having to worry much.
- ❑ Work on Various applications & web portals like Life Asia, FileNet, ClickPSS, Qlikview, Honeybee, DMS, IBM and MCA to run the process smoothly.
- ❑ Works in Central Team of credit life Department to manage queries related to partner and sales teams.
- ❑ Circulates weekly updated medical MIS with sales team and partners to ensure timely fulfillment of medical requirements raised by medical team.

Senior Executive (Sales Coordinator) AU Small Finance Bank April-2021 To August-22

Roles & Responsibilities

- ❑ Publishing daily/Weekly/Monthly MIS for Credit Card and coordination with National Sales Manager, Regional Sales Manager, Area Sales Manager and Sales Manager.
- ❑ Publishing several Ad hoc Dashboards.
- ❑ Handling Credit Card Login Process, like Checking KYC, Documentation and Scanning.
- ❑ Handling the Customer Query on Credit Card.
- ❑ Handling North DSA operation work.
- ❑ Co-ordination with the North DSA Credit card Sales Team.

Back Office Executive (Officer) IndusInd Bank Ltd through (Syssoft Infotech India Pvt. Ltd.) Nov-2014 To April -2021

Roles & Responsibilities

- ❑ Using application (**FinnOne & I-Work**) for generating several types of MIS, CIBIL and Personal Loan Application (Documents) Scanning to every authorized person who is related to our department.
- ❑ Publishing daily/Weekly/Monthly MIS for Personal Loan and coordination with Zonal Sales Manager, Regional Sales Manager, Area Sales Manager and Sales Manager.
- ❑ Publishing several Ad hoc Dashboards.
- ❑ Extracting CIBIL Score and maintaining the Data.
- ❑ Handling Personal Loan Login Process, like Checking KYC, Documentation, Scanning its disbursal.
- ❑ Handling Credit Card process, like Checking KYC and Documentation.

- ❑ Handling the Customer Query on Credit Card, like
- ❑ Handling North In-house operation work.
- ❑ Co-ordination with the Personal Loan and Credit card Sales Team.

Key Skills

- ❑ Experience in building and maintaining healthy relationships with clients for generating business and leading workforce towards accomplishing business and corporate goals.
- ❑ Adept at working in high pressure environments under strict deadlines with ability to organize and handle multiple tasks simultaneously.
- ❑ Demonstrated ability to manage human, financial and material resources towards the achievement of stated targets.

Academic Qualification

- ❑ B COM. (Account Hon's) from L.M.N.U. Darbhanga.
- ❑ 12th commerce from Bihar Intermediate education Council (Patna).
- ❑ 10th from Bihar school Examination Board (Patna).

Technical Skills

- ❑ Certified in DCA Course from Scholars Sky (Patna).
- ❑ Microsoft Office: **Excel, Word, PowerPoint, Outlook**

Personal Details

- ❑ Father's name : Md Hasnain
- ❑ Date of Birth : 2nd January 1992.
- ❑ Nationality : Indian
- ❑ Language Known : English, Hindi, Urdu
- ❑ Marital status : Unmarried.
- ❑ Strength : Learner

I hereby declare that all the above information furnished by me is true to the best of my knowledge and belief.

MD FURQAN HUSSAIN