



# SHUBHAM SINGH

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## SUMMARY

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Dedicated and results-oriented senior customer-focused professional with a proven track record of delivering exceptional service over the past 5 years across hospitality, Banking, health-care, and insurance coordination sectors. Highly skilled in handling customer inquiries, resolving issues, and providing timely and accurate information through various channels, including calls, chats, and emails. Seeking to leverage extensive experience and skills to excel in a dynamic customer service role

## WORK EXPERIENCE

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**Customer Service Associate | Insurance Help-Desk Administrator** **Feb 2025 - Present**  
**Aster DM Healthcare | Dubai, UAE**

- Verified patients' insurance eligibility and confirmed policy coverage details across multiple clinics.
- Coordinated with insurance providers and clinic teams to obtain approvals for tests, procedures, and consultations.
- Monitored approval statuses and ensured timely communication of updates to doctors and administrative teams.
- Managed insurance chat support, maintaining accurate documentation and strict confidentiality per company policies.
- Investigated and resolved claim denials by liaising with insurers and medical staff.
- Updated and adjusted doctors' schedules to reflect real-time changes in clinic operations.
- Trained and mentored new team members on insurance systems, company procedures, and customer service standards.
- Achieving and maintaining a 100% service level by promptly responding to customer queries.
- Facilitating doctor's appointments via web chat and phone calls.
- Effectively managing Whats App chats, web chats, and resolving customer queries.
- Escalating customer feedback and complaints to higher management for swift resolution and improvement.

**Customer Service & Operations Executive (Front Office)** **Jan 2022 - Dec 2024**  
**ICICI Prudential Life Insurance Co. Ltd | India**

- Manage branch walk-in customers by addressing queries, processing service requests, and ensuring a high level of customer satisfaction.
- Perform KYC verification, policy updates, and all related documentation in compliance with regulatory guidelines.
- Process financial transactions, including policy closures, settlements, and premium payments via cheque, demand draft, and POS systems.
- Coordinate with the central team to resolve customer complaints and escalations promptly and effectively.
- Conduct daily cash tallying and end-of-day reconciliation with zero discrepancies.
- Ensure adherence to TAT (Turnaround Time) in all operational tasks while maintaining accuracy and compliance.
- Utilize MS Outlook for official correspondence and documentation tracking.
- **Achievements:** Recognized as "Top Performer – FY 2022–2023" for outstanding performance in cross-selling and achieving overall business targets.

- Managed full branch operations, ensuring smooth front-office functioning and exceptional customer service.
- Verified and processed loan applications, reviewed customer documentation, and ensured compliance with KYC and regulatory standards.
- Prepared, managed, and updated KYC records for both new and existing customers.
- Disbursed loans after document verification and coordinated with customers for repayment and renewal.
- Maintained accurate financial records, including bookkeeping, general ledger entries, and daily cash flow monitoring.
- Prepared **Bank Reconciliation Statements (BRS)** weekly to ensure all transactions were accurately recorded and reconciled.
- Handled cashier duties with precision, ensuring zero discrepancies in cash management and daily reporting.
- Supported the operations team in achieving business targets through efficient customer service and operational accuracy.

## **EDUCATION**

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### **Master of Business Administration (MBA) – Finance & Human Resource Management**

Swami Vivekanand University, Meerut | 2023 | 65%

### **Bachelor of Science (B.Sc)**

Awadh University, Ayodhya | 2019 | 65%

### **Senior Secondary (12th)**

C.B.S.E Board | 2015 | 80%

### **Secondary (10th)**

C.B.S.E Board | 2013 | 90%

## **ADDITIONAL INFORMATION**

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- **Technical Skills:** Insurance claim processing, Medical Coder Customer Relationship Management (CRM), Policy servicing operations, Loan disbursement, KYC documentation, Call Handling (Inbound/Outbound), Banking & Financial transactions, MS Office (Excel, Word, Outlook).
- **Languages:** English, Hindi.
- **Certifications:** Certified Insurance Professional, Medical Coding Certificate, Customer Service Excellence Certification.
- **Awards/Recognition:** Awarded "Top Performer – FY 2022–2023" at ICICI Prudential Life Insurance for outstanding cross-selling and business target achievement.
- **Strengths:** Strong communication and problem-solving skills, accuracy in financial documentation, team collaboration, and ability to manage high-volume branch operations efficiently.