



# STEFFY K THOMAS

## PROFILE

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Experienced and detail-oriented Medical Insurance Provider with a strong background in health insurance operations, client advisory, and claims management. Skilled in explaining complex policy details, assisting with policy issuance, handling renewals, and supporting claim processes. Adept at liaising with hospitals, TPAs, and clients to ensure efficient and compliant service delivery. Proven ability to maintain accurate records, support underwriting teams, and ensure customer satisfaction through responsive and knowledgeable support. Committed to delivering high-quality service in fast-paced insurance environments.

## WORK EXPERIENCE

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### Alia Insurance Brokers

2024 Present

#### Medical Insurance Provider

- Evaluate submitted medical claims for accuracy, eligibility, and completeness.
- Explain policy coverage, terms, and conditions to clients and insured members.
- Ensure all policy documents are accurate and up to date.
- Approve, escalate, or reject claims as per policy terms.
- Coordinated with the underwriting team to finalize terms, coverage, and premiums.
- Ensure timely issuance of policies.
- Support the decision-making process for issuing or declining policies.
- Ensure compliance with regulatory standards.
- Maintain accurate records for audits and internal reporting.

### UIT Group of International

#### HR Assistant

2013-2016

- Prepare onboarding documents and assist with new employee orientation.
- Support the HR Manager with daily administrative tasks.
- Assist in recruitment activities of posting jobs, scheduling interviews, contacting candidates.
- Ensure employee records are complete and compliant with labor laws.
- Assist in processing payroll by collecting attendance and leave data.
- Address basic employee payroll and benefit queries.
- Help organize training sessions, meetings, or staff events.
- Coordinate with other departments to facilitate HR processes.

## CONTACT

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📍 Dubai, UAE

## EDUCATION

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### CERTIFIED PROFESSIONAL CODER - CPC 2025

- CPT
- ICD -10CM
- HCPCS - LEVEL 2

### BHARATHIAR UNIVERSITY 2013

- Master of Business Administration - HRM

### CALICUT UNIVERSITY 2011

- Graduation

## SKILLS

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- Effective Communication
- Decision making
- Customer service
- Medical Coding
- Time management
- Negotiation
- Ability to work under pressure
- MS Office
- Insurance Knowledge

## LANGUAGES

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- English
- Malayalam
- Hindi
- Tamil