

## VIDHYA NAIR (SENIOR ADMIN & OPERATIONS OFFICER)

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*Seeking opportunities in administrative/operations/client service/data analysis field in a well reputed organization*



### PROFILE

- A competent administrative/operations professional with over 5 years of experience in UAE and a flair of quickly adapting to business environments
- Adopting pragmatic approach in improvising on solutions and resolving complex business issues
- Expertise in working and building reports, working on business issues and analysis of various database, ensuring compliance to set standards
- Demonstrated skills in relationship management coupled with expertise in handling top and confidential correspondence with clients
- Synthesized large volumes of information and extracted meaningful trends, patterns and outliers, engaged in frequent, recurring meetings with stakeholders to keep them updated on customer feedback trends that are of importance
- Deadline-oriented with excellent organizational skills and demonstrated success in conveying business operations in all levels of management
- Dedication in delivering high standards and excellence
- Analytical and quality-oriented professional with an eye for detail
- Possess language proficiency in English, Malayalam, Tamil and Hindi

### KEY COMPETENCIES

#### AREAS OF EXPERTISE-GENERAL

- Team building & training
- Process Improvements
- Multitasker & problem solver
- New product development
- Project management

#### AREAS OF EXPERTISE-INSURANCE

- Principles & practice of health insurance
- Fraud awareness & prevention
- Underwriting essentials
- Errors & omissions
- Risk Analysis, Identification, control & management
- Interviewing and evidence collection
- Renewals, Endorsements, premiums & Cancellations

### EDUCATION & CERTIFICATIONS

- Master of Science in Biotechnology (89%, 1<sup>st</sup> Rank), Kongunadu Arts & Science College, Bharathiar University
- Bachelor of Science in Biotechnology (88%, 1<sup>st</sup> Rank), Karpagam Arts & Science College, Bharathiar University
- Data Entry and Office Automation at LBS Centre for Science and Technology, with A<sup>++</sup> Grade (Above 90%)
- An active Chartered Insurance Institute Member

### AWARDS & ACHIEVEMENTS

- Best Employee Award at IRIS Health (2017)
- Successfully organized two corporate annual events (2017, 2018)

## **PROFESSIONAL EXPERIENCE**

### **Training Officer (2019-2020)- Tad-beer/AI Mustageem Domestic Worker Services/Maids.cc**

- ☐ Training and coaching the staff who are from different Nationalities-Nigeria, Uganda,Cameroon,Kenya,Philippines,India, Nepal, Sri Lanka.
- ☐ Conducting job evaluation surveys
- ☐ Communicating directly with the employees who have issues with the company/company policies, thereby helping the management in employee retention.
- ☐ Motivating the employees by conducting regular entertainment programs and appraisals
- ☐ Ensuring discipline and cleanliness in the training rooms.
- ☐ Addressing staff complaints and concerns.
- ☐ Monitoring staff performance.
- ☐ Looking after the payroll and payroll related complaints.
- ☐ In-charge of providing orientation for the newly hired staffs.
- ☐ In-charge of preparing the list of employees for termination after the keen study of their work performances.
- ☐ Helping to improve co-operation among the staff from multi-cultural background by continuously delivering lectures and life examples
- ☐ Working closely with internal trainers and other departments for the smooth operation
- ☐ Preparing weekly reports of the staff performances-reviewing and analyzing it with the Training Manager to develop and implement new training strategies to enhance the effectiveness of the workforce.

### **Senior Admin & Operations Officer (2016-2019)-IRIS Health Services LLC**

- ☐ Handled 100k plus insured members policies of various insurance companies
- ☐ Check completion and correctness of forms and documents (Table of Benefits, Medical proposal forms, Credit Notes, KYC documents)
- ☐ Identify and resolve problems in collaboration with the management (Coordinate with finance team in finding out discrepancies while insurance reconciliation)
- ☐ An outgoing administrative professional with strong command of MS Office ( creating, reviewing, formatting word documents, creating charts, graphs and application of various formulas including index-match, pivot table in excel, making creative power point presentations)
- ☐ Handle correspondence, preparation of presentations and varied documents ( Making Claims submission forms, Access Request Forms, Reimbursements Forms)
- ☐ Ensure complete secrecy in managing confidential documents
- ☐ Supervise completion of corporate and authorized projects within given time, resources and official guidelines.
- ☐ To look into day to day policy administration operations
- ☐ Supervise policy administration team and divide responsibilities to ensure performance
- ☐ Generate reports and Comply with data integrity and security policies
- ☐ Planandcoordinateadministrativeproceduresandsystemsanddeviseawaystostreamlineprocesses
- ☐ Recruit and train new team members and allocate responsibilities
- ☐ Assess team performance and provide coaching and guidance to ensure maximum efficiency
- ☐ Ensure the smooth and adequate flow of information within the company to facilitate other business operations

- ☐ Manage schedules and deadlines
- ☐ Generate daily, weekly and monthly reports of team performances
- ☐ Coordinating with the doctors (Medical approvals team) in clearing issues regarding approvals.
- ☐ Good knowledge of UAE Medical Insurance Laws, Exclusions and Limits.

#### **Admin/Student Coordinator (2014-2016)-GENIUS GROUP GLOBAL**

- ☐ Key contact person for the students (customers) in all course related queries and in charge of circulating test study materials, time tables etc
- ☐ Maintain electronic data files as well as hard copies of reports
- ☐ File, record, recover, archive, scan and maintain documents and database systems.
- ☐ Submit timely reports
- ☐ Ensuring smooth operations at all times and maintaining proper decorum and discipline by implementing and modifying the policies & procedures

#### **CONFERENCES & WORKSHOPS**

- ☐ Attendee- Two days 5th Annual Health Insurance Conference, Dubai held in November, 2018
- ☐ Attendee- Two days workshop on Advanced Medical Insurance Fraud Detection, Prevention and Data Analysis Techniques held in November, 2018

#### **DECLARATION**

I hereby declare that all the above furnished information is true to the best of my knowledge and looking forward to meeting you and discussing in detail about my CV