

MOHD SAMI

PROCESS CHAMPION (SME)



CAREER OBJECTIVE

To work with a concern in which I can show my efficiency, creativity, and skills that I have gained from my knowledge and hard work for fulfilling the objects of the concern.



PROFESSIONAL EXPERIENCE

Lifeworks

Lifeworks. | August 2022– Present

PROCESS CHAMPION

- Verifying the eligibility of the dependents of EE for the benefits sponsored by their employer.
- Doing Peer Review of all the documents internally before sending it to on shore which are done by the whole team.
- Interacting with onshore through email and on the client call.
- Conducting Process related training.
- RCA of errors and provide proper feedback and update trackers for the same.
- Enrolled in coverage employees and their dependents, medical dental, and vision.
- Making Dashboard and update the reports, call centre, service delivery and file delivery data in excel and send it too onshore.
- Work as per HIPPA law and good knowledge of COBRA and QMSCO.
- Responsible for creating & updating the sop of all the processes and share with entire team.
- Receive all claim related to income protection, Total and permanent disablement, and death claim in M-track.
- Action Taken in superb and update the member's details as per request and process the payment.
- Enrolled employee dependents into medical dental and vision benefits.

MERCER INDIA PVT.LTD.

Mercer India pvt Ltd | December 2014 - August 2022

IBM – DAKSH

IBM - | April 2012 – December - 2014

SR. SYSTEM ANALYST

- Communicating with insurance agents and beneficiaries.
- Preparing claim forms and related documentation.
- Reviewing claim submissions and verifying the information.
- Recording and maintaining insurance policy and claims information in a database system.

CONTACT

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EDUCATION

**M.J.P. Rohailkhand University,
Bareilly, U.P. | 2010**

Bachelor of Science



RELEVANT SKILLS

Multi-tasking

Organizational skills

Time management

Microsoft Office

Communication skills



TOOLS KNOWLEDGE

Citrix

Captiva

Connect

Autobene

LANGUAGE KNOWN

English

Hindi

Arabic

PERSONAL DETAILS

Father 's Name: Mr. (Late) Mohd. Salim

Date of Birth: 28th Jun 1987

Gender: Male

Nationality: Indian

Marital Status: Married

Strength: Positive Attitude, Quick Learner & Willingness to learn

Hobbies: Listening to music, playing cricket