

Curriculum Vitae

HUMA NUSRAT



Objective

To utilize my education in challenging and dynamic environment that makes full use of my skills, offers opportunities while adding value to organization.

Professional Experience

<u>Union Council Operation & Communication Support</u> <u>UCCSO Senior Officer</u>	Health Department <i>Jan 2019 – To Date..</i>
<u>TPL Direct Insurance</u> <u>Senior Claim Officer</u>	Customer Services Department <i>Aug 2018.</i>
<u>Falcon-i Tracker Pvt Ltd</u> <u>Senior Complaint Supervisor</u>	Customer Services Department <i>March-2016</i>
<u>Falcon-i Tracker Pvt Ltd</u> <u>Senior Renewal Supervisor</u>	Customer Services Department <i>May-2012</i>
<u>Standard Charter Bank</u> <u>Assets Anchor Officer</u>	Customer Services Department <i>Aug-2011</i>
<u>Euro Petroleum Pakistan</u> <u>HR Assistant</u>	HR Department <i>Jan-2009</i>
<u>TPL Direct Insurance Pvt Ltd</u> <u>Customer Service Sales Claim, Recovery</u>	Customer Services Department <i>July-2005</i>
<u>Toyota Southern & Toyota Defence Motor</u> <u>CS,HR, Sales officer</u>	Customer Services Department <i>Mar-2001</i>

Experience

Union Council Operation & Communication Support

Health Department

UCCSO Senior Officer

Jan 2019 – To Date..

Responsibilities:

- Purpose of Global Polio Eradication Initiatives as Union Council Operation Communication Officer to coordinate and support the preparation, implementation and monitoring of EPI, Virus disease Covid19, R.I social mobilization and communication planning in the assigned district in collaboration with Govt Department.
- Keep track of all children under 5, and 15 year vaccination.
- Mother and Child Health.
- Keep Training for up Coming Campaign.
- Organize Free Medical camp and Sessions.
- Support in micro planning, including determining best timings (flexible) for vaccination activities.
- Routine immunization services are made available to cover the high risk groups. Implementation & Monitoring (Mapping).
- Identify religion/cultural belief system/ behaviors and accordingly use this to feed into communication sessions strategies and planning implementation.
- Identify Information Education Communication (IEC) requirements and develop dissemination plans accordingly Digital Media Marketing.
- Conduct community events, meetings, etc. to mobilize underserved groups for polio vaccination.
- Staff Maintain (Issues, Security, Salary, Leave, IN and Out maintain).
- Analysis for every month Compile Refusal NA, PMC, PW School children status .
- Infection Prevention and Control (IPC) for COVID-19, WHO.
- Daily Report to higher Management.

TPL Direct Insurance

Customer Services Department

Senior Claim Supervisor

Aug-2018

Responsibilities:

- Providing advice on making a claim and the processes involved.
- Processing new insurance claims notifications.
- Collecting accurate information and documents to proceed with a claim.
- Analyzing a claim made by a policymaker guiding policyholders on how to proceed with the claim.
- Contacting trades people from a network of approved professionals and arranging for them to make repairs on the policyholder's property.
- Monitoring the progress of a claim.
- Investigating potentially fraudulent claims.
- Identifying reasons why full payment may not be made.
- Ensuring fair settlement of a valid claim.
- Building relationships with loss adjusters, forensic accountants and solicitors, as well as other legal/claims professionals.
- Ensuring the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines.
- Handling any complaints associated with a claim involvement in loss adjusting activities and in legal discussions relating to settlement.
- Seeking legal recovery of monies paid out.
- Managing a team of claims handlers (at managerial level).
- Working in coordination with other all Cities departments i.e, Security, IT, Renewal & Removal customer Service and Control Departments to resolve complains of the customer.

Senior Complaint & Renewal Supervisor

Mar-2016

Responsibilities:

- Responsible to manage a team of 3 officers and a team of Technicians.
- Receiving and lodging complaints via CRM and other Applications.
- Manage and build good corporate relationship with customers of Insurance companies and Banks.
- Handle and rectify multiple customers' request.
- Resolution of complaints and verbal communication with a customer feedback follow up.
- Manage and Evaluate employee performance.
- Involved in the development plan to manage the acquisition of new business.
- Make MIS reports on Customer services activities.
- Weekly, Monthly Meeting with Department Head and CEO.

Achievement

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| ▪ International HR | 2022 | (Karachi University Sardar Yaseen) |
| ▪ Harassment | 2021 | (UNICEF online course) |
| ▪ Banka assurance Consultant Certificate | 2011 | (Eastern Federal Union) |
| ▪ Best Performance IN CR,Salse | 2008 | (TPL Direct Insurance) |
| ▪ Best Performance Award | 2007 | (Tracker Direct Insurance) |
| ▪ Toyota workshop, Sales & Marketing | 2004 | (Indus Motors Company) |
| ▪ Certificate of Accomplishment | 2004 | (Indus Motors Company) |
| ▪ Certificate of Accomplishment | 2003 | (Indus Motors Company) |
| ▪ Best Customer Performance Award | 2003 | (Toyota Southern Motor) |

QualificationAcademic QualificationsUniversity of Karachi

Master in Economic (M.A Eco)

2005-2009

Govt. Apwa College , Karachi

Bachelor in Arts (B.Arts)

1999-2000

Govt. Apwa College , Karachi

Intermediate

1990-1991

R.I.G School, Karachi

Matriculation

1988-1989

Personal Skills

- Leadership Skills
- Interpersonal Skills
- Disciplined Time Management
- Professional Appearance and Presentation

Languages Known

English : Fluent (Read - Write - Speak)
Urdu : Fluent (Read - Write - Speak)

Personal Details

Father's Name : Nusrat Ullah Khan
Nationality : Pakistani
Marital Status : Married
Address : B – 54 Block = 19 Roshan Bagh Society, F.B. Area Karachi - Pakistan
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Reference

Will be furnished up on request.