



Soumyadeep Dutta

Financial Operations and Claims Management Expert

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📍 Kolkata

WORK EXPERIENCE

Care Health Insurance

📍 Kolkata

Manager Claims (GMC)

(July-2024 - Present)

- Coordinated with clients and broking firms for cashless and reimbursement claims, improving claim processing efficiency and client satisfaction
- Maintained and updated claim data records, ensuring accuracy in reporting and compliance with regulatory requirements
- Calculated Incurred Claim Ratio (ICR) to track claim performance, enabling data-driven decisions that optimized financial risk management
- Conducted regular meetings with clients, providing guidance and resolving issues, leading to smoother claims processing
- Streamlined communication between stakeholders, resulting in enhanced service delivery and a seamless claims experience for corporate clients

Star Health & Allied Insurance Co. Ltd

📍 Kolkata

Claims Executive

(Aug-2018 - July-2024)

- Acted as a liaison with the legal department, ensuring seamless coordination and resolution of claims issues
- Managed diverse claims-related tasks, achieving a 95% resolution rate, highlighting effective follow-up with the legal department
- Audited and processed cashless and reimbursement claims with precision, reducing processing time by 20%
- Expertly underwrote retail and group policies, ensuring accuracy and compliance, resulting in a reduction in underwriting errors through the utilization of risk assessment skills

Machino Techno Sales Ltd. (Maruti Suzuki)

📍 Kolkata

Account Executive

(Aug-2017 - Jul-2018)

- Maintained comprehensive accounts, including cash, bank, store, and various payments, ensuring 100% accuracy and compliance
- Streamlined financial processes, reducing payment errors by 15% and improving vendor relationships
- Administered salary and insurance payments with precision, resulting in a 98% accuracy rate and improved employee satisfaction
- Managed vendor payments, negotiating terms and ensuring timely disbursements, resulting in a 20% reduction in overdue payments
- Oversaw insurance processes for both accident and non-accidental car claims, ensuring prompt settlements and minimizing financial losses

Planners & Makers Event Management Company

📍 Kolkata

Accountant

(Jul-2014 - Jul-2017)

- Proficiently managed accounts in Tally, prepared accurate P/L and Balance Sheets, resulting in streamlined financial reporting and effective decision-making
- Maintained meticulous records of service tax, TDS receivables, aligning with 26AS, resulting in a 98% accuracy rate and improved compliance

Resolution Collaboration

Communication Follow-Up Liaison

Problem-Solving Efficiency

Accuracy Underwriting Diversity

Risk Assessment Leadership

Banking Bookkeeping Mentorship

Financial Reporting Compliance

Negotiation Decision-Making

Operations Claims Settlement

PROFILE SUMMARY

Experienced Financial Operations and Claims Management Specialist with over 12+ years of expertise in finance, automobile distributorship business, event management, Mining & Quarrying and IT. Proven track record in seamless claims coordination, achieving a 93% resolution rate. Adept at underwriting policies, reducing errors, and streamlining financial processes. Meticulous in maintaining accurate accounts, negotiating payments, and overseeing insurance processes. Skilled in Tally, Excel, and banking operations. Results-driven professional contributing to team success through technical expertise and strategic thinking.

SKILLS

- Legal Liaison
- Claims Management
- Operations Management
- Risk Assessment
- Financial Accounting
- Financial Reporting
- Bank Reconciliation
- Vendor Management
- Insurance Underwriting
- Tally Management
- Payroll Administration
- Cash Management
- Service Tax
- Payments Settlement
- Advocacy Collaboration
- Reimbursement Claims
- TDS Management

- Legal Compliance
- Bookkeeping
- Audit

TOOLS PROFICIENCY

MS Office | Tally ERP (Certified)

EDUCATION

Diet & Nutrition
VLCC Institute Ltd. (UNER NSDC)
(2022)

Sikkim Manipal University
MBA - Finance
(2015 - 2017)

Calcutta University
B.Com - Commerce
(2008 - 2011)

LANGUAGES

English | Hindi | Bengali

- Collaborated with advocates for finalizing accounts, ensuring legal compliance and accurate financial representation, showcasing effective cross-functional collaboration and legal coordination skills
- As a junior operations manager, efficiently managed cash, front office, and guest management during events, ensuring seamless operations and heightened guest satisfaction
- Conducted various banking tasks as required, showcasing financial acumen and contributing to efficient financial operations

SRG Earth Resource Pvt Ltd

Kolkata

Junior Accountant (May-2013 - Jun-2014)

- Expertly maintained Tally 9, salary register, and Excel data, ensuring accurate financial records and efficient document organization
- Collected payments and managed purchase orders, achieving a 95% accuracy rate
- Conducted various bank-related tasks, ensuring seamless financial operations, contributing to efficient financial management
- Maintained data in Excel as per document, organized party-wise, resulting in a 20% improvement in data accessibility and retrieval
- Oversaw the maintenance of financial records, demonstrating accuracy and compliance, contributing to a streamlined and organized financial system

Network Industries Ltd

Kolkata

Data Entry Operator (Apr-2011 - Apr-2013)

- Executed precise data entry in Tally, ensuring accurate financial records and streamlined bookkeeping, showcasing proficiency in data entry and financial software
- Managed various bank-related tasks, contributing to seamless financial operations, demonstrating competence in banking procedures and financial administration

CERTIFICATIONS

- Advance Excel Course from NICA (Persuing)
- Certified fitness nutritionist (VLCC)
- Certified fitness instructor (IIFEM)