



NEEYOMI WAGHELA

Client & Customer Service Professional

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✉ neeyomi28@gmail.com

📍 DIP, Dubai, UAE

Education

Mumbai University

Bachelor in Management Studies
2020 - 2023

Mumbai University

Higher Secondary Education
2016 - 2020

Details

Passport No.: T6817082

Date of Birth: 20th Dec, 2001

Skills

- Management Skills
- Creativity
- Digital Marketing
- Customer Service
- Critical Thinking
- Attention to Detail
- Technical Skills
- Time Management

Language

- English
- Hindi

Interest

- Football

About Me

Enthusiastic Professional with 2+ years of experience exceeding customer expectations in high-traffic environments. Proven ability to resolve issues efficiently and build rapport with diverse clientele. Leveraged strong communication skills in client service role to ensure smooth claim resolution. Eager to contribute positive energy and valuable skills to a dynamic team.

Experience

March 2023 - September 2023

Marsh & McLennan Global Services India Pvt. Ltd. | Mumbai - India

Assistant II - Transactional Services (Client Services)

- Provided client and customer service support for US reinsurance claims across various business lines (casualty, property, etc.).
- Processed and managed reinsurance claims with accuracy and efficiency.
- Reviewed and verified claim documents to ensure coverage and facilitate settlements.
- Assessed damages and communicated effectively with clients for smooth claim resolution.
- Utilized strong analytical skills to review policies and set up claims on correct coverage.

April, 2022 - March 2023

Radius Global Services | Mumbai - India

Senior Associate & Claims Specialist

- Served as a mediator between banks and insurance companies for US car insurance claims.
- Handled all aspects of claim processing, from reviewing documents to attaching signed forms.
- Communicated effectively with banks to ensure timely and efficient claim resolutions.

May, 2020 - March, 2022

T-Series | Mumbai - India

Administrative Receptionist

- Managed front desk operations, including greeting visitors, assisting with check-in/out, and scheduling appointments.
- Provided exceptional customer service, ensuring a positive first impression for the company.
- Answered phones, directed inquiries, and handled guest requests efficiently.
- Maintained a well-organized reception area and ensured smooth telecommunication services.
- Demonstrated strong problem-solving skills by addressing visitor concerns effectively.

THANK YOU