



An experienced Sales co coordinator, Customer Service Specialist, Insurance coordinator and a natural leader with a significant background of 10 years in Client Services, Guest Relations, Banking, Insurance, Mortgage, Fraud Investigation and claims, Customer Service Operations, including Data entry and Computer literate. I possess good interpersonal skills and the ability to maintain good working relationship with clients, employees and industry professionals. I have a proven aptitude to effectively facilitate high volume telephone communications and escalated customer issues through strong communication, organizational and interpersonal skills. A responsible Specialist who has expertise in training new employees, multi-tasking, and time management and above all I am an ambitious visionary who works hard to achieve my goals.

Susan Latha

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Education

Mount Carmel College Bangalore
B Com. — Monad University
PUC - Karnataka State Pre-University

Skill Highlights

- Team oriented
- Strong decision maker
- Hard working
- Multi-tasking
- Service-focused
- Result oriented

Languages

Tamil - Native
English - Fluent
Kannada - Fluent
Hindi — Entry Level

DOB: 15th July 1986
Nationality: Indian
Marital Status: Married
Address: Karama, Dubai, UAE.

Experience

Nov 2023 to Apr 2025

Office Assistant - Credit Insurance Department father Muller Medical College and Hospital.

- Process Insurance claims accurately and Efficiently
- Build customize Insurance Policies and Packages
- Effectively explain the benefits of Coverage
- Verify policy information
- Provide Medical Opinion for health Insurance claims
- Processing of cashless request and health insurance claim documents

Nov 2021 to May 2022

Sales Engineer - Elite Safety Consultants(Dubai)

- Focusing on new sales related to all kinds of inspections, Trainings, Audits, Standard operating procedures and any such customer requirements.
- Preparing Quotations
- Attending sales meetings and survey.
- Maintaining the data and renewal follow-up.
- Cold calling, email communications & updating in the ERP System.
- Handling weekly, monthly sales meetings along with future targets.

Feb 2019 to Jun 2021

Senior Customer Service Co-coordinator & Admin- Cube Axis Consultancy

- Formulating and retaining HR related reports
- Acknowledging, suggesting and overseeing any changes related to workflow
- Relationship building with employees and clients
- Developing, reviewing, and applying HR policies and procedures where necessary

Feb 2015 to Dec 2016

Senior Specialist I - JP Maroon Chase & Co

- Identifying suspicious activities, flagging and suspending suspicious accounts
- Identifying discrepancies, spotting frauds and errors
- Identify problems in meeting key performance indicators, resolve them to the satisfaction of the business objectives
- Eliminating suspicions, educating staff about fraud behaviors
- Writing documents and reports about fraudulent transactions, eliciting information from staffs

Dec 2012 to Oct 2014

Relationship Manager — Adodis Technology Pvt Ltd.

- Client communication through emails and cold calling
- Introducing and training new products/systems to the staffs and customers
- Maintaining client details and attend their requirements
- Maintaining existing clients and also helping them with the current updates