

LIYA ELIZABETH KURIAN

SUMMARY

Motivated in Insurance process bringing 3.5 years of expertise in Banking and Insurance Industry. Effectively manages assignments and team members. Dedicated to self-development to provide expectation-exceeding service for the company's growth.

EXPERIENCE

Client Relation Executive, 06/2024 - 07/2025

A&A Infotech Solutions - Thiruvananthapuram, India

- Performed outbound calls and emails to follow up on orders or provide additional information about products and services.
- Handled escalated customer complaints efficiently, minimizing the risk of further dissatisfaction or negative publicity.
- Identified customer needs and provided tailored solutions to meet their expectations.

Executive Customer Care, 03/2020 - 12/2021

Vidal Health Insurance TPA Pvt. Ltd - Thiruvananthapuram

- Prepare daily, weekly and monthly reports regarding the claims approved as well as rejected.
- Consult claimants or other relevant individuals to discuss insurance claims and Processing clients valid insurance claims.
- Took ownership of enquiries, effectively handling any Insurance related issues to ensure suitable resolutions for processing claims.

Senior Executive- Operations, 08/2019 - 03/2020

MD India Health Insurance TPA Pvt. Ltd - Thiruvananthapuram

- Forming and sustaining strategic relationships with clients hence assist them to settle any claims on their insurance.
- Oversee various aspects of the insurance operations within the organization.
- Evaluated existing processes to identify areas of improvement and cost savings

Customer Support Associate, 07/2017 - 09/2018

WB21 Software Pvt. Ltd - Thiruvananthapuram

- Managing Incoming calls and Customer service enquiries and maintaining a positive as well professional attitude towards customer's at all times.
 - Identifying and assessing customer needs to achieve satisfaction.
 - Researched potential solutions when faced with complex or unusual problems encountered by customers
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CONTACT

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SKILLS

- Leadership and communication
- Decision making
- Critical thinking and active listening
- Flexibility and time management
- Teamwork
- Quality Assurance

EDUCATION

B.E CSE, Computer Science and Engineering, 2019

Narayanaguru College of Engineering - Kanyakumari, Tamil Nadu

Certificate of Higher Education, Biology Science, 2012

St. Anne's G.H.S.S - Changanacherry, Kottayam

SSLC, 2010

St. Anne's G.H.S.S - Changanacherry, Kottayam

LANGUAGES

Malayalam: First Language

English:

C1

Hindi:

B2

Advanced (C1)

Upper Intermediate (B2)