



Shahid Jamal

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📍 Pune, India

📅 December 25, 1990

🌐 Indian

🚗 Indian driving license

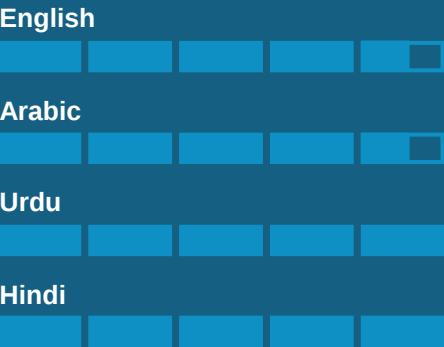
🇮🇳 Indian Passport

Education

- MBA - Finance (University of Pune)
- B.A. in Arabic (Jamia Millia Islamia, New Delhi)
- Diploma in Arabic language (NCPUL, New Delhi)
- Intermediate & Matriculation (Jimia Sanabil, New Delhi)

Languages

Fluent in English, Arabic, Hindi and Urdu (Read, Write & Speak)



Professional Summary

Insurance Claims & Client Management Professional with 8 years of experience across Motor, Marine, Aviation, P&C, Property, Liability and Engineering insurance. Strong GCC market exposure covering UAE, KSA, Qatar, Bahrain and Oman, with expertise in end-to-end claims management, stakeholder coordination, SLA/KPI management, MIS reporting and team leadership

Domain Expertise

- Commercial & General Lines | Property & Casualty (P&C) | Liabilities | D&O | Cyber | Engineering | Motor | Marine | Aviation | Workmen's Compensation | Money | Travel
- Motor Insurance Operations (8 years of work experience)
- Arabic language support

Key Achievements

- Managed claims for 100+ corporate clients across GCC markets (UAE, KSA, Qatar, Bahrain and Oman).
- Led team operations, TAT & SLA monitoring, and process improvement initiatives while coordinating with onshore clients, insurers and internal stakeholders.

Core Skills

- FNOL Management & End-to-End Claims Settlement
- Arabic language support
- MIS Reporting, Claims Analytics & Operational Management
- TAT & SLA Monitoring
- Team Leadership, Mentoring & People Management
- Client & Stakeholder Management
- Team Productivity & Performance Reporting
- Quality Assurance & Process Improvement
- Conflict Resolution & Decision Making
- Onshore Client Coordination
- Advanced MS Excel, Word & PowerPoint

Professional experience

Specialist - Claims Service (UAE, KSA & Qatar - Motor, Marine, Aviation, P&C, WC and Liabilities (Arabic Language Support)
Marsh McLennan Global Services India Private Limited Mumbai, May 2021-February 2026

- Managed end-to-end claims portfolio for 100+ corporate clients across GCC markets, ensuring timely claim registration, investigation, follow-up and settlement
- Led team operations in the absence of the Team Lead/Assistant Manager, including task allocation and workload management
- Monitored FNOL, pending claims, TAT, SLA compliance and team productivity to ensure operational excellence
- Prepared daily, weekly and monthly MIS reports, client-wise claim status reports and management dashboards
- Maintained process documentation, update trackers and insurers' contact database
- Conducted onshore client meetings and coordinated with insurers and internal stakeholders for timely claim resolution
- Trained and mentored new team members, improving process accuracy, productivity and service quality
- Identified process improvement opportunities and supported operational efficiency initiatives

Presentation Specialist L2 – Arabic language support
Integreon Managed Solutions Private Limited Mumbai, India, October 2018 – May 2021

- Managed global presentation projects for 140+ countries
- Provided Arabic translation & document support
- Developed and supported professional business presentations for global stakeholders
- Coordinated workflow & task assignments

A3/ Process Specialist - Motor claim & Arabic language support (UAE, Bahrain, Qatar & Oman)
AXA Business Services Private Limited (Gulf Insurance Group) Pune, India, March 2015 – April 2018

- Managed motor claims across GCC markets
- Translated Arabic insurance & police documents
- Assigned garages, towing & rent-a-car services
- Issued LPOs & verified vehicle documents
- Conducted quality checks & trained team members
- Served as Team Lead backup during planned and unplanned absences