

Vidya Subramanian
Location: Leicester
Mobile: +44 7391606150
Email: vidyak102@gmail.com
Nationality: Irish (can legally work in the UK)

INTRODUCTION

Bachelor of Commerce Graduate with experience as :
Client support administrator with a medical communications agency in the UK
Senior administrator with a health insurance company
Clerk-cum-cashier with a retail bank in Mumbai (India)

SKILLS

Experience in Microsoft Word, Excel, PowerPoint and Outlook
Ability to work well under pressure with good organisation skills, numerical ability and attention to detail
A quick learner, excellent team person with great customer service skills
Proficient in English (both verbal and written)

EXPERIENCE

Feb 2022 to Mar 2023

Solaris Health UK (part of Mission group) - Client Support Administrator

- Provide proactive finance and administrative support to the Chief Executive
- Maintain documentation and records proficiently to ensure correctness and promptness of finance reporting.
- Handle and resolve queries regarding client invoicing and maintaining accurate spreadsheets for reconciliation purposes.
- Generate and send requests of monthly sales invoices and issue POs, in conjunction with the client services team and record these in the internal (Easl) system.
- Liaise with Mission Finance team for the annual audit and to prepare and provide appropriate data as required, working to deadlines.
- Action drawdowns from the internal system each month and any other additional tasks required to be completed before and after the monthly meetings.

January 2013 to Dec 2021

Allianz Worldwide Care, Dublin - Senior Claims Administrator

- Correct the format of the claims received from Providers and upload it on to the system, making sure that they are fit for adjudication.
- Inform providers about any errors in the files sent and ask them to rectify the errors and resend the files.
- Make sure that the processes are up to date and SOPs are regularly updated.
- Train any new team members on the Batch upload process.
- Contribute to the team and departmental productivity targets.
- In line with the company's policy on cost containment, identify duplicate payments, possible non-disclosure and fraudulent claims.
- Operate within and meet the conditions of company service standards to guarantee customer satisfaction and most importantly, customer retention.

November 2007 to December 2012

Allianz Worldwide Care, Dublin - Claims Administrator

- Prepare, scan, and categorise incoming claims received by post, email, and mobile app to ensure that daily clear to zero targets are achieved.
- Data enter incoming claims from different countries and in different languages to optimize claims adjudication.
- Collate and post claims letters in order to provide clients with notification of their claim.

June 2000 to November 2007

Moved to Ireland on a dependent visa with my husband and was on a career break as I was not eligible to work in Ireland.

September 1991 to May 2000

Central Bank of India, Mumbai, India - Clerk/Cashier

- Work as teller dealing in cash, and also clearing and remittances.
- Credit, current and deposit accounts relating to borrowers, individuals and institutions
- Negotiate, purchase and discount Export Bills
- Handle letters of credit and bank guarantees
- Issue foreign demand drafts and look after non-resident accounts

September 1987 to August 1991

Central Bank of India, Mumbai, India - Rural Development Department

- Deal, process and record loan applications
- Generate reports of bad debts
- Handle write-off proposals

EDUCATION

University of Bombay - Bachelor of Commerce

Subjects included Accounting & Financial Management, Business Communications, Mathematics & Statistics, Commerce & Marketing, Computer Systems, Industrial Psychology.

Additional Certification

Diploma in Private Medical Insurance Dublin 2010

European Computer Driving License (ECDL) Dublin 2004

Certified Associate of Indian Institute of Bankers (Part I) India 1991

CHARITABLE

Volunteering in Warning Zone, Leicester

Volunteered in Fareshare Midlands, Leicester in 2022

Participated as a volunteer in Capuchin Day Centre for Homeless people in Dublin

Participated in Paired reading for children in Loreto School, Dublin