

## **Vidya Subramanian**

**Location:** Leicester

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**Nationality:** Irish (can legally work in the UK)

### **INTRODUCTION**

Bachelor of Commerce Graduate with

- 15 years' experience in the financial industry in Mumbai (India), working with one of the leading nationalized banks.
- 14 years in the health insurance industry in Dublin (Ireland) working with one of the leading multinational insurance companies.
- 1 year as Client support administrator in a medical communications agency in UK.

### **SKILLS**

- Experience in Microsoft Word, Excel, PowerPoint and Outlook
- Ability to work well under pressure
- Good organization, with attention to detail
- Good numerical ability
- Excellent team person and a quick learner
- Proficient in English (both verbal and written)
- Strong customer service skills

### **EXPERIENCE**

Feb 2022 to Mar 2023

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

- Providing 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, in conjunction with the client services team and record these in the internal (Eas) system.
- Aid the client services team in ensuring that POs are issued correctly.

- In conjunction with the Chief Executive to liaise with Mission Finance team for the annual audit and to prepare and provide appropriate data as required.
- Work effectively with Mission Finance team to ensure work is prioritised and accurately completed to deadlines.
- Action drawdowns from the internal system each month and any other additional tasks required to be completed after the monthly meetings.

January 2013 to Dec 2021

**Allianz Worldwide Care, Dublin - Senior Claims Administrator**

- Correcting the format of the claims received from Providers and uploading it on to the system, making sure that they are fit for adjudication.
- Informing providers about any errors in the files sent and asking them to rectify the errors and resend the files.
- Making sure that the processes are up to date and SOPs are regularly updated.
- Training any new team members on the Batch upload process.
- Contributing to the team and departmental productivity targets
- In line with the company's policy on cost containment, identifying duplicate payments, possible non-disclosure and fraudulent claims
- Operating within and meeting 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**

- Preparing, scanning, and categorizing incoming claims received by post, email, and mobile app to ensure that daily clear to zero targets are achieved
- Data entering 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**

- Handling deposit accounts, office accounts, clearing and remittances
- Cash, credit and current accounts relating to borrowers, individuals and institutions
- Negotiating, purchasing and discounting Export Bills
- Handling letters of credit and bank guarantees
- Issuing foreign demand drafts and looking after non-resident accounts

September 1987 to August 1991

**Central Bank of India, Mumbai, India** - Secretary to Chief Manager

- Dealing with processing and recording loan applications
- Generating reports of bad debts
- Handling write-off proposals

July 1985 to August 1987

**Dymo Electrical Industries Pvt. Ltd.** - *Stenographer*

Responsibilities mainly included taking dictation in shorthand and producing business letters for senior executives.

## **EDUCATION**

1984

**University of Bombay** - *Bachelor of Commerce*

Subjects included

- Accounting & Financial Management
- Business Communications
- Mathematics & Statistics
- Commerce & Marketing
- Computer Systems
- Industrial Psychology

## **Additional Certification**

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

- European Computer Driving License (ECDL) Dublin 2004
- Diploma in Private Medical Insurance Dublin 2010

### **CHARITABLE**

- Participated in Paired reading for children in Loreto School, Dublin.
- Participated as a volunteer in Capuchin Day Centre for Homeless people in Dublin.

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