

LEAH-NKENI KASHINDYE

INSURANCE | STAKEHOLDER MANAGEMENT | PORTFOLIO MANAGEMENT |
RISK ASSESSMENT | DATA ANALYST

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Mbezi Mbuyuni, Dar es Salaam

ACHIEVEMENTS

- Streamlined entry procedures, elevating client experiences.
- Optimized appointment coordination for efficient scheduling.
- Enhanced document management systems, bolstering data integrity.
- Demonstrated financial accuracy via comprehensive cash-up reports.
- Maintained regulatory compliance through meticulous record-keeping.
- Proficiently managed email communication and postal correspondence.
- Fostering cross-departmental collaboration while preserving confidentiality.
- Contributed to informed decision-making via risk assessment.
- Handled claims processing with precision and diligence.
- Participated in internal audits, ensuring operational integrity.

SKILLS

Interpersonal Communication
Project Management
Strategic Thinking
Financial Acumen
Risk Assessment
Regulatory Compliance
Data Analysis
Team Collaboration
Stakeholder Management
Document Management
Administrative Excellence

EDUCATION

Bachelor of Insurance and Risk Management
Institute of Finance Management (IFM)
2017 - 2020

CERTIFICATE

Occupational Safety and Health Authority (OSHA)
Industrial First Aid Course
2012 - 2014

PROFILE

Accomplished in client services, risk assessment, and internal auditing. Proficiently coordinates appointments, maintains meticulous records, and generates tailored reports. Skilled in financial administration and claims processing. Adeptly manages document systems and fosters cross-departmental collaboration. Detail-oriented and proactive, ensuring operational excellence. Valuable asset for upholding service standards and efficiency.

WORK EXPERIENCE

ADMINISTRATIVE AND CLIENT SERVICES COORDINATOR

The London Health Centre, Dar es Salaam

2022 - 2023

Client Assistance: Welcomed and assisted clients, focusing on gathering necessary insurance-related information for a positive initial encounter.
Appointment Coordination: Skillfully scheduled insurance-related appointments, minimizing wait times, and ensuring proper documentation and verification.

Effective Communication: Managed insurance-related email correspondence and postal communications promptly and professionally.

Financial Acumen: Precisely handled insurance premiums and claims, generating transparent cash-up reports to maintain accountability.

Documentation: Maintained accurate records, emphasizing insurance-related materials to ensure compliance with insurance industry regulations.

Operational Organization: Managed document filing systems, enhancing accessibility to insurance policies and claims records.

Inventory Oversight: Oversaw office supplies relevant to insurance operations, contributing to operational efficiency.

Data Entry: Ensured the integrity of operational databases, including client insurance information and policy details.

Client Queries: Adeptly handled insurance-related inquiries with professionalism and clarity, addressing coverage and claims questions.

Proactive Follow-Up: Diligently tracked and managed insurance documentation to keep it up-to-date and compliant.

Confidentiality: Safeguarded sensitive insurance information to maintain trust and compliance with privacy regulations.

Interdepartmental Collaboration: Facilitated effective communication between departments while preserving confidentiality in insurance discussions.

Expertise in Client Services: Demonstrated expertise in providing excellent client experiences within the insurance industry.

LANGUAGES

English Fluent
Swahili Fluent

REFERENCES

Ibrahim Cassidy Mbwana
Risk Management Officer
NHIF HQ
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Francisca Ndaboina
Receptionist Manager
London Health Centre
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The DON Health Limited
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EXECUTIVE ASSISTANT AND ADMINISTRATIVE COORDINATOR

The Don Health Limited

2021 - 2022

Communication Management: Drafted and disseminated insurance-related correspondences, including emails and letters, maintaining a professional image when communicating with clients and insurance providers.

Record-Keeping and Database Maintenance: Maintained meticulous records of insurance policies and claims, ensuring accuracy and compliance with insurance regulations.

Inbound Communication Handling: Adroitly managed inbound phone calls, emails, and messages related to insurance inquiries, providing seamless information flow for insurance clients.

Project Management: Successfully shepherded insurance-related tender projects, allocating resources and assisting in meeting project timelines for insurance policy proposals.

Tender Document Oversight: Provided oversight for the creation of essential tender documents related to insurance bids and administrative activities within the insurance sector.

Procurement and Inventory Management: Managed the procurement of insurance-related materials and strategically maintained insurance claim forms and policy documents for workflow efficiency.

Financial Duties: Executed minor financial duties within the insurance department, including the formulation of insurance premium price schedules, demonstrating a discerning financial acumen.

Multifaceted Administrative Functions: Engaged in various administrative functions within the insurance sector, ensuring the operational continuity of insurance-related processes.

Commitment to Operational Excellence: Driven by a steadfast commitment to operational excellence within the insurance industry, poised to make impactful contributions to elevate the organization's success trajectory, particularly in insurance operations.

Calendar Management and Appointment Scheduling: Proficiently managed insurance-related appointments for the General Director, ensuring timely meetings with insurance stakeholders.

RISK MANAGEMENT AND AUDIT SPECIALIST

National Health Insurance Fund (NHIF)

2018

Internal Auditing Initiatives: Collaboratively spearheaded internal auditing initiatives within the institution, orchestrating strategic planning and execution alongside a proficient team under the guidance of our supervisors.

Risk Management: Demonstrated expertise in risk management encompassing meticulous risk analysis across diverse institutional departments. Led risk assessment efforts and contributed to the creation of comprehensive risk profiles, aligning strategic direction with risk mitigation strategies.

Integral Involvement with the Claims Unit: Involved in meticulous recording and thorough assessment of client-originated claims. Managed diverse aspects of insurance activities, further enhancing industry proficiency.

Membership Card Preparation: Instrumental in the preparation of membership cards for institution clients, while also actively contributing within the archive department, reflecting a versatile and resourceful approach to administrative functions.

End-to-End Claims Processing: Proficiently managed end-to-end claims processing, ensuring precise and efficient resolution within stipulated timelines.

Proactive Participation in Internal Audit: Engaged as a proactive participant in institution-wide internal audit activities, ensuring robust evaluation and compliance across departments.

Effective Records Management: Demonstrated commitment to effective records management within the archives department, contributing to seamless access and retention of essential institutional documentation.

Adeptness in Navigating Intricate Processes: Adeptness in navigating intricate processes, strategic collaboration, and comprehensive risk management positions me to effectively contribute to your organization's ongoing success.