



IVIN JOHN

Date of birth: 16/09/1996 | **Nationality:** Indian | **Gender:** Male | **Phone number:** (+91) 0528979204 (Mobile) | **Email address:** ivinjohnchennattu65@gmail.com | **Address:** Flat N.A4 1610 , Abdul Aziz building, Alnadha , Sharjah, United Arab Emirates (Home)

ABOUT ME

Results-driven professional provides customers with tailored solutions to meet needs. Successfully establishes relationships with customers and delivers quality service. Agile individual with excellent communication and customer service skills.

WORK EXPERIENCE

2022 – 25/10/2023 India

INSURANCE EXECUTIVE (GOVT. INSURANCE) BELIEVERS CHURCH MEDICAL COLLEGE HOSPITAL

- Reviewed clients' policies every year and recommended product additions or revisions to reflect changing needs.
- Cultivated mutually beneficial client relationships through telephone calls and meetings.
- Conferred with clients to obtain information regarding policy claims.
- Followed up on denied claims to verify timely patient payment and resolution.
- Identified and resolved discrepancies between patient information and claims data.
- Help clients make changes to their insurance policies, such as adding or removing coverage, updating beneficiary information, changing the coverage amount and issuing new insurance cards.

Kerala, India

INTERNSHIP (REPORTER) KERALA KAUMUDI

- Wrote and submitted accurate, engaging, and fact-checked stories.
- Collaborated with other journalists and departments to produce well-rounded and comprehensive news coverage.
- Completed research, compiled data, and assisted in timely reporting.
- Participated in editorial meetings to discuss story ideas and content.
- Researched and analyzed newsworthy events, trends and issues.

EDUCATION AND TRAINING

2023 KERALA, India

MASTER OF TOURISM AND TRAVEL MANAGEMENT MG University

2021 India

DIPLOMA IN AIRPORT MANAGEMENT IN-HOUSE Aviation Training Academy

2018 KERALA, India

BA ENGLISH WITH JOURNALISM MG University

2015 KERALA, India

HIGHER SECONDARY Kerala Board of Higher Secondary Education

2013 KERALA, India

HIGH SCHOOL Kerala Board Of Public Examination

● LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B1	B2	B2	B2
HINDI	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

Ms Office | Ms Word | Ms PowerPoint

● ADDITIONAL INFORMATION

COMMUNICATION AND INTERPERSONAL SKILLS

Key Skills

- Insurance Approvals
- Risk Management
- Customer Needs Assessments
- Customer Satisfaction
- Marketing Techniques
- Airport Management
- Time Management
- Emergency Management

VOLUNTEERING

Kerala State Legal Services Authority I have actively participated in organizing and conducting legal awareness programs, workshops, and outreach campaigns to educate community members about their legal rights and responsibilities. Additionally, I have gained one year of valuable experience as a volunteer for the Kerala State Legal Service Authority.

PASSPORT INFO

Passport No : V 2812273

Date of issue : 06/09/2021

Date of expiry : 05/09/2032

Visa Status : Visit Visa

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.