

Faiz Abdullah

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Senior Manager — Insurance Operations | Financial Operations | Reconciliation & Risk Compliance

PROFESSIONAL SUMMARY

Senior Insurance Operations and Risk Compliance leader with 19+ years across general insurance, TPA back-office, telecom and financial services spanning 18 international markets. Managed INR 2,200+ Cr (~AED 970M) in partner financial operations across 18 international subsidiaries at Bharti Airtel and INR 300+ Cr (~AED 132M) in monthly premium reconciliation across 22+ insurer relationships at Insurance Dekho with 99.2% accuracy. Proven expertise in financial reconciliation, AML/CFT compliance, internal audit, SOP development and KPI monitoring across Motor, Health and General Insurance lines. Currently completing Six Sigma Green Belt. Targeting Senior Manager roles with leading insurers, TPAs, Banks and financial institutions across Saudi Arabia.

WORK EXPERIENCE

Insurance Dekho • Gurgaon, India • April 2022 – April 2026
Insurance Dekho — part of Gurnar Finserv Pvt Ltd — is one of India's fastest growing digital insurance distribution platforms operating across Motor, Health and General Insurance lines. Managing INR 300+ Cr monthly premium volumes at national scale.

Senior Manager – Insurance Operations, National Operations

April 2025 – April 2026 • Full-time

Led PAN-India motor insurance operations overseeing INR 300 Cr+ (~AED 132M) in monthly reconciliation across 22+ insurer relationships, managing a team of 6 direct reports across policy administration, pay-in operations and broker management.

- **Pay-in & Retention Operations:** Led pay-in rule creation and rate calculations across Motor LOB lines (GCV, PCV, MISD, 2-Wheeler, Private Car), managing insurer grid implementation for 22+ insurers with monthly go-live accuracy and continuous improvement discipline.
- **Retention Grid Governance:** Oversaw retention grid deployment by month-end across all partner lines, ensuring 100% rate visibility, seamless business booking and adherence to SOP-driven governance frameworks.
- **SLA & Compliance:** Maintained SLA and TAT adherence across all pay-in and retention processes, implementing KPI monitoring dashboards and root cause analysis protocols to sustain operational excellence.
- **Team Leadership:** Led, mentored and managed performance of a team of 6 direct reports, driving accountability, capacity planning and cross-functional coordination across national operations.
- **Reconciliation & Financial Operations:** Managed INR 300 Cr+ in monthly reconciliation volumes, resolving back-document open items and strengthening internal controls and compliance monitoring across national operations.
- **Reverse Reconciliation:** Executed reverse reconciliations and controlled beneficiary partner bookings, ensuring financial transparency, clean audit trail and regulatory adherence.
- **Cancelled Policy Reconciliation:** Performed cancelled policy reconciliation using insurer-sourced data, maintaining system accuracy and audit

SKILLS

Insurance Operations Management:

Bordereaux Reporting, Business Process Re-Engineering, Cancelled Policy Reconciliation, Continuous Improvement, Endorsement & Renewal Management, Insurer Grid Governance, KPI Monitoring, Multi-Line Insurance Operations (Motor, Health, Property), Operational Excellence, Pay-in & Retention Management, Policy Administration, Revenue Leakage Control, Reverse Reconciliation, Service Delivery Optimisation, SLA / TAT Management, SOP Development, Workflow Optimisation

Risk, Compliance & Governance:

64VB / Instrument-Mode Verification, AML/CFT Compliance Support, Compliance Monitoring, FWA Control, Gap Analysis, IFRS 17 Reporting Standards, Internal Audit Management, Internal Controls, Operational Risk Management, Payment Mode Accuracy & Audit Compliance, Regulatory Adherence, Third-Party Risk Management

Financial Operations & Reporting:

Accounts Receivable Management, Ageing Analysis & Debit Balance Recovery, AR & Payment Mode Reconciliation, Budget Management, Cash & Bank Reconciliation (Multi-Currency), Cost Optimisation, Credit Float Management, Direct & Indirect Tax Accounting, Fixed Assets Accounting, MIS Reporting, Month-End Closing, Partner Commission & Payables, P&L Management, Provisioning & Actualization, Root Cause Analysis, VAT Compliance, Vendor Management

People & Stakeholder Management:

Broker & Insurer Coordination, Capacity Planning, Change Management, Cross-Functional Team Leadership, Digital Transformation, Multi-Country Partner Engagement, Partner Onboarding, Performance Management, Resource Allocation, Stakeholder Management, Training & Awareness Delivery

Tools & Technology:

CMS Platforms, Compliance Monitoring Dashboards, Data Analytics, ERP-Based Reconciliation Tools, Insurance Systems, Internal Insurance Portals, MIS Dashboards, MS Excel (Advanced), Oracle ERP, Sun Accounting System

Key Industries:

Fintech / Insurtech Operations, General Insurance (Motor, Property, Health), Insurance Broking, Takaful, Telecom & VAS

EDUCATION

Post Graduate Diploma in Financial Management (PGDFM)

Institute of Management Technology (IMT Ghaziabad)
India • 2008

Master of Business Administration (MBA)

Vaishali Institute of Business & Rural Management
India • 2005

Bachelor of Commerce (B.Com)

Lalit Narayan Mithila University (LNMU)
India • 2003

CERTIFICATIONS

Lean Six Sigma White Belt

Management and Strategy Institute (MSI)
June 2026 • ID: 354672133

Lean Six Sigma Yellow Belt

AIGPE via Udemy
In Progress • 2026

Risk Management Foundations

LinkedIn Learning • May 2026

AML, KYC, IFRS — Banking & Insurance

LinkedIn Learning • May 2026

AWARDS

2015-16 • Certificate of Appreciation — Open Item Resolution | Bharti Airtel
2014-15 • Certificate of Appreciation — VAS Partner Closure | Bharti Airtel
2012-13 • Best Performer — Finance, Delhi Zone | Bajaj Allianz
2012 • Certificate of Excellence — Finance National Level | Bajaj Allianz

traceability across all Motor LOB segments.

- **AR & Payment Mode Reconciliation:** Conducted payment mode and AR reconciliations, resolving variances and reinforcing internal controls across PAN-India transactions.
- **Portal Governance:** Streamlined insurer portal governance and 64VB status tracking, reducing approval delays and ensuring T+1 compliance reactivation.
- **Credit Float & ATC:** Oversaw credit float and ATC processes, enabling same-day payouts and improving partner experience through efficient fund utilization.

Manager – National Operations

April 2022 – March 2025 • Full-time

Managed national-level insurance operations with accountability for reconciliation integrity, policy administration, partner financial accuracy and process governance across Motor LOB.

- **Process Foundation & Governance:** Built the reconciliation and portal governance discipline later scaled in the Senior Manager role — resolving open items, cancelled policy reconciliation and insurer portal locks to reduce documentation backlogs and approval delays.
- **Compliance & Credit Operations:** Managed 64VB instrument-mode tracking and credit float/ATC processing with strict governance protocols, establishing the compliance turnaround standards carried forward into national-scale operations.

Go Digit General Insurance Ltd. • Patna, India • September 2019 – April 2022

Associate Manager – Operations & Finance

- **Partner Onboarding:** Designed and implemented standardized broker and partner onboarding procedures, improving compliance discipline and partner engagement efficiency.
- **Budget Management:** Administered and controlled monthly budgets, translating variance analysis into corrective actions and delivering measurable cost savings.
- **Payout Grid & Partner Commission:** Streamlined monthly partner payout grids and finalized commissions by applying approved rates and reconciling variances.
- **Partner Credit Reconciliation:** Conducted ageing analysis of partner accounts, accelerating recoveries and reducing outstanding balances.

Bharti Airtel Limited • Gurgaon, India • September 2014 – September 2019

Senior Executive – Finance

Managed INR 2,200 Cr+ (~AED 970M) in partner financial operations across 18 international subsidiaries spanning Africa, UAE, KSA, UK, USA, Spain, Italy and Indonesia. Utilized Oracle ERP for financial operations, reconciliation and multi-country reporting.

- **Multinational Reconciliation:** Performed account reconciliations and bordereaux reporting for 15 OpCos across Africa, Middle East, USA, Spain, Italy, UK and Indonesia, significantly improving cross-border reporting accuracy and financial controls.
- **Open-Item Reconciliation:** Conducted monthly reconciliation for 350 companies across SP, A, B, C, D and E categories, ensuring timely resolution of financial variances.
- **Partner Financial Operations:** Administered invoice payments, resolved disputes, and ensured compliance with international financial standards across 18 subsidiaries.

2010 • I-Quest Certified — Basic General Insurance Products | Bajaj Allianz

- **Provisioning & Actualization:** Executed monthly provisioning and actualization for mobility and DTH partners across multiple geographies.
- **Financial Insight Reporting:** Analysed vendor payment behaviours across OpCos, providing actionable MIS reports to reduce pending payments and improve financial control.
- **Issue Escalation & Resolution:** Facilitated weekly review sessions with cross-functional teams and partners, systematically tracking and escalating unresolved items to successful closure.

Bajaj Allianz General Insurance Co. Ltd. • Gurgaon, India •
June 2007 – September 2014

Executive – Finance

October 2011 – September 2014 • Full-time

Managed finance operations for 300+ partner accounts with INR 3 Cr+ in monthly cash and premium volumes across Gurgaon branch, covering full-spectrum branch accounting, compliance and partner operations.

- **Cash Management & Bank Reconciliation:** Managed cash and cheque premium collections, performed monthly reconciliations of insurer accounts, and ensured smooth month-end financial closure.
- **64VB Reconciliation:** Coordinated bank confirmations, maintained updated 64VB records, and facilitated efficient collection processes.
- **Cheque Dishonor Resolution:** Executed system updates for premium cancellations, issued customer notifications for dishonoured payments and shared dashboards with internal stakeholders to ensure timely resolution and compliance.
- **Commission Governance:** Managed updates to partner commission structures in the system, ensuring precise calculations, timely disbursements and strict adherence to policy compliance.
- **Direct Expense Accounting:** Recorded and reconciled direct business expenses and partner commission payables, ensuring accurate postings and timely disbursements in line with internal controls.
- **Fixed Assets Accounting:** Recorded and managed fixed asset acquisitions, disposals and ledger postings, ensuring accurate reconciliations and alignment with internal financial controls.
- **PDA Reconciliation:** Conducted monthly policy-level reconciliations of premium deposit accounts, ensuring accurate postings, promptly resolving discrepancies and maintaining full alignment with policy records.
- **Monthly Expense Provision:** Prepared and recorded monthly expense provisions ensuring accurate accruals and alignment with financial reporting requirements.
- **Direct & Indirect Tax Accounting:** Recorded direct and indirect tax entries on transaction basis, ensuring accurate tax computation, timely posting and precise reconciliation.
- **Internal Audit:** Coordinated internal audits, addressed queries, closed findings, and ensured compliance with IRDAI audit guidelines.

Junior Executive – Finance (Patna)

September 2008 – September 2011

- Managed cash and cheque premium collections, bank reconciliations and month-end financial closure activities across Patna branch operations.
- Maintained daily petty cash records, managed branch expense logs and prepared monthly petty cash reconciliation statements.
- Coordinated 64VB compliance tracking, internal audit activities and MIS reporting for branch finance operations.

Junior Executive – Finance (Kolkata)

June 2007 – August 2008

- Handled cash and cheque premium collections, petty cash management and branch-level bank reconciliations across Kolkata branch.

PROJECTS

National Motor Reconciliation Overhaul • January 2024 – January 2025

Insurance Dekho

Designed and led a structured reconciliation framework across 22+ insurer relationships covering pay-in, cancelled policy, credit float and payment mode reconciliation — resulting in cleaner audit trails, reduced open-item backlogs and improved insurer grid compliance across PAN-India operations.

Multi-Country VAS Partner Financial Operations • January 2014 – January 2019

Bharti Airtel

Managed end-to-end financial operations for 350 partner companies across 18 international subsidiaries (Africa, UAE, KSA, UK, USA, Spain, Italy, Indonesia) using Oracle ERP — covering provisioning, actualization, open-item reconciliation and bordereaux reporting.

