



# Athar Kaleem

Auto material damage auditor -  
motor claims estimate  
approver

## PROFILE SUMMARY

Experienced auto material damage auditor with 13 years in the motor insurance industry, specializing in claims management, process training, and team leadership. A B.E. in Automobile Engineering, certified Lean Six Sigma Black Belt, and licentiate from the Insurance Institute of India. Demonstrated expertise in managing national-level claims functions, escalating management issues, and improving operational efficiency. Available for immediate joining and relocation across India

## EDUCATION

- 2020

PG Diploma  
LN Welingkar Institute of Management, Mumbai
- 2011

B.Tech/B.E.  
Mumbai University

## WORK EXPERIENCE

- Jul 2024 - Jun 2025

Auto material damage auditor - motor claims estimate approver

Scoutworks

- Reviewed **U.S.-based auto damage estimates** submitted by field appraisers for compliance with carrier guidelines
  - Collaborated with cross-border team members to adjust estimates and ensure insurer requirements were met
  - Audited photo-based damage assessments to support **virtual estimating workflows**
  - Maintained direct communication with onshore (U.S.) appraisers to discuss estimate changes and rework
  - Identified coaching opportunities for field teams and supported training efforts
  - Kept updated with current **U.S. collision repair standards** (I-CAR practices, CCC guidelines)
  - Ensured quality assurance and adherence to SLA targets in client deliverables
- Mar 2024 - Jun 2024

Senior Manager claims and legal

CoverYou Insurance BV

## PERSONAL INFORMATION

- ✉ Email

atharkaleem@yahoo.com
- 📞 Mobile

(+91) 9820773968
- 📅 Total work experience

13 Years 7 Months

## KEY SKILLS

- KPI
- Problem Solving
- Leadership
- People Management
- SLA Management
- Insurance claims management
- Motor claim
- Agile
- Project Management
- Minitab
- Tableau
- Escalation Management
- Team Management
- Process trainer
- Six Sigma
- Dmaic
- Data Visualization

## OTHER PERSONAL DETAILS

City Mumbai  
Country INDIA

## LANGUAGES

- English
- Hindi
- Marathi

Jul 2023 - Nov 2023

- Oversaw liability claims management and supervised team operations
- Acted as a liaison with the legal claims department of the insurer
- Ensured implementation and adherence to the designed claims process
- Conducted regular meetings with the empanelled lawyers to discuss the challenges encountered in the claims process
- Provided feedback and recommended process improvements to the CXOs

### Insurance Manager **Ecozen Solutions**

Looking after agricultural pumpset policies including solar panel policies Negotiating with brokers for appropriate coverage including marine STOP arrangements and marine open cover Liaoning with the insurance company's claims team for prompt claim closure

Aug 2021 - Apr 2023

### Claims Manager **RenewBuy**

Strategic and Team Leading role Calculating posp level motor od LR (loss ratio) Developed real time team monitoring dashboard Functional head for POSP claims function Stakeholder management CXO communication Claims Escalation management at PAN India level including Health LOB

Aug 2017 - Dec 2020

### DOC Estimator Specialist and technical Process Trainer **Allstate Solutions**

Virtual photo estimating catering U.S auto claims Also a certified process trainer, involved in training fresh recruits regarding technical and process knowledge Technical floor support Conducting Process Knowledge Test(PKT) Arranging for refresher trainings for PKT defaulters

Sep 2015 - Aug 2017

### Customer Service Manager **ICICI Lombard General Insurance Company Limited**

Add on role: Virtual survey of motor own damage claims ( video streaming for 2 & 4 wheelers)

Sep 2014 - Sep 2015

### Service Engineer **Bajaj Allianz General Insurance Company Ltd.**

Similar to previous role, on field 70%, 30% in office

Sep 2011 - Sep 2014

### Claims Analyst **Bharti AXA General Insurance**

End to end motor claim settlement Survey of motor vehicles on field Processing reports from external surveyors

## Projects

365 Days

### Reducing waste outside trash bin- Six sigma green belt project

- Implemented successful redesign and strategic placement of garbage bins based on public input and trash collection agency's schedule.
- Analyzed data inputs from the public to identify optimal locations for garbage bin placement.
- Reduced litter around garbage bins by implementing a redesign and strategic placement based on public feedback and trash collection agency's schedule.

61 Days

### Study of Allison T270R Automatic transmission used in Undertaking's A/C buses

## COURSES & CERTIFICATIONS

- Licentiate Examination, Insurance Institute of India
- Insurance Essentials, The Institutes(Insurance Institute of America)
- Lean six sigma green belt
- data science
- Power BI for Beginners
- Agile pmp
- Lean Six Sigma black belt