



LALIDA WOLAPHATJIRATHADA
Wangthonglang, Wangthonglang, Bangkok 10310
Mobile: +66973597168
Email: puri_da_14489@hotmail.co.th

PERSONAL DATA

Date of birth:	January 29, 1995	Sex:	Female
Nationality:	Thai	Marital Status:	Single
Race:	Thai	Height:	168 centimeters
Weight:	50 kilograms		
Interests:	English language, News, and travel		

EDUCATION

- 2014-2018 - Bachelor's degree of Rajamangala University of Technology Srivijaya, Thailand. Faculty of Liberal Arts, English major
- 2011-2013 - High School in Mathematics-Science program
Huasaibumrungrat School, Huasai, Huasai, Nakhon Si Thammarat, Thailand
- 2008-2010 - Junior High School
Huasaibumrungrat School, Huasai, Huasai, Nakhon Si Thammarat, Thailand
- 2002-2007 –Primary education
Bannasan School, Huasai, Nakhon Si Thammarat, Thailand

WORK EXPERIENCE

- February 2018 – February 2017 Trainee
Production Planning Section, Promotional Material Production Division,
Marketing Services Department, Tourism Authority of Thailand, Bangkok
(4 months)
-Update, edit and collate information about tourism in Thailand on travel
guide books
- December 2018 – Until March, 2023 Operations Admin at Luma Care, Bangkok
-Handle claims submitted via mail, online submission, and scan documents.
-Handle telephone calls from members, clients, providers, brokers, etc.
-Follow up documents or cases as a daily activity.
-Register the case into the system.
-Send out report to partners.
-Filling document both digital and original ones.
-Communicate with individuals at all levels in the Claims process including
members, clients, providers, and medical claim assessor.

- Know claims process and be able - Handle claims submission and coordinate both internally and externally. Also manage data entry and maintain quality customer services
- to handle all claims according to procedures.
- Assist with other operations related tasks.
- April 2023 – Until June, 2023 International Health Insurance Consultant - Claims at AWP Services, Bangkok
 - Process claims within the agreed company SLA, clear to zero, and adjudicate each claim in accordance with Allianz Care policy benefits to achieve company loss ratio targets.
 - Ensure accurate and efficient adjudication / investigation of each claim, ensuring timely follow-up of claims, to deliver a superior client experience and accurate reporting.
 - Consistently contribute to departmental success by meeting agreed personal and team targets for both productivity and quality.
 - Foster healthy inter-departmental relationships by responding to internal customer queries in a professional, solution focused manner to ensure and efficient response is provided.
 - Other ad hoc duties as required.
- August 2023 – Until October, 2023 Claims Administrative Officer at Axa Insurance PCL (Thailand), Bangkok
 - Support the claim handling of health and Travel insurance product:
 - Verification of claims documents including double check policy holder name.
 - Claim registration in claim system.
 - Follow up with medical providers and customers.
 - Manage to update admin task to Daily report including the claim status.
 - Communicating closely with Reimbursement claim assessor.
 - Placement of ROI and GOP according to the medical decision after office hour.
 - Follow up of complicated cases including fraud claims, complaints, denial claims.
 - Answer to client's enquiries and explain Axa's plans and benefits.
 - Acquire a through understanding of customer needs and requirements.
 - Perform root cause analysis and / or analyse data to identify and communicate trends in day-to-day work (e.g., quality of results, efficiencies of process, etc.)
 - Detect FWA and cost containment.

to handle all claims according to procedures.

- April 2023 – Until June, 2023 International Health Insurance Consultant - Claims at AWP Services, Bangkok
 - Process claims within the agreed company SLA, clear to zero, and adjudicate each claim in accordance with Allianz Care policy benefits to achieve company loss ratio targets.
 - Ensure accurate and efficient adjudication / investigation of each claim, ensuring timely follow-up of claims, to deliver a superior client experience and accurate reporting.
 - Consistently contribute to departmental success by meeting agreed personal and team targets for both productivity and quality.
 - Foster healthy inter-departmental relationships by responding to internal customer queries in a professional, solution focused manner to ensure and efficient response is provided.
 - Other ad hoc duties as required.
- August 2023 – Until October, 2023 Claims Administrative Officer at Axa Insurance PCL (Thailand), Bangkok
 - Support the claim handling of health and Travel insurance product:
 - Verification of claims documents including double check policy holder name.
 - Claim registration in claim system.
 - Follow up with medical providers and customers.
 - Manage to update admin task to Daily report including the claim status.
 - Communicating closely with Reimbursement claim assessor.
 - Placement of ROI and GOP according to the medical decision after office hour.
 - Follow up of complicated cases including fraud claims, complaints, denial claims.
 - Answer to client's enquiries and explain Axa's plans and benefits.
 - Acquire a through understanding of customer needs and requirements.
 - Perform root cause analysis and / or analyse data to identify and communicate trends in day-to-day work (e.g., quality of results, efficiencies of process, etc.)
 - Detect FWA and cost containment.

-Process claims within the agreed company SLA, clear to zero, and adjudicate each claim in accordance with Allianz Care policy benefits to achieve company loss ratio targets.

-Consistently contribute to departmental success by meeting agreed personal and team targets for both productivity and quality.

- Other ad hoc duties as required.

- August 2023 – Until October, 2023 Claims Administrative Officer at Axa Insurance PCL (Thailand), Bangkok
 - Support the claim handling of health and Travel insurance product:
 - Verification of claims documents including double check policy holder name.
 - Claim registration in claim system.
 - Follow up with medical providers and customers.
 - Manage to update admin task to Daily report including the claim status.
 - Communicating closely with Reimbursement claim assessor.
 - Placement of ROI and GOP according to the medical decision after office hour.
 - Follow up of complicated cases including fraud claims, complaints, denial claims.
 - Answer to client's enquiries and explain Axa's plans and benefits.
 - Acquire a through understanding of customer needs and requirements.
 - Perform root cause analysis and / or analyse data to identify and communicate trends in day-to-day work (e.g., quality of results, efficiencies of process, etc.)
 - Detect FWA and cost containment.

- Support the claim handling of health and Travel insurance product:

- Verification of claims documents including double check policy holder name.

- Claim registration in claim system.

- Follow up with medical providers and customers.

- Manage to update admin task to Daily report including the claim status.

- Communicating closely with Reimbursement claim assessor.

-Placement of ROI and GOP according to the medical decision after office hour.

-Follow up of complicated cases including fraud claims, complaints, denial claims.

- Answer to client's enquiries and explain Axa's plans and benefits.

- Acquire a thorough understanding of customer needs and requirements.

- Perform root cause analysis and / or analyse data to identify and communicate trends in day-to-day work (e.g., quality of results, efficiencies of process, etc.)

- Detect FWA and cost containment.

ACTIVITIES

- 2010 General Service Officer Student Committee
- 2009-2011 Competitions
- 2009-2011 - Reading in English skill
- 2012 - Current events skill

SKILLS

- Language - Good listening in English

- Good communication in English
- Good reading in English
- Good writing in English

- Computer Skills
 - Microsoft Word, Power point and Excel

PERSONALITY

- Sincere, honest and friendly