








THIBAUT NYKIEL (PIRET)

Benefits Officer

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EXPERIENCE

-  **Benefits Officer** 10/2020 - Present
UNSMIS - FRMS - UNOG Geneva
- Management of the client support center (emails, calls, online and in-person meetings), in-person weekly permanence at ITU and WMO, (Geneva)
 - Assistance for 37,000 insured members
 - Contact with providers and third-party partners, tariff negotiations
 - Supervision of a team of 9 local colleagues and 3 remote colleagues
 - Participation in meetings with the Medical Advisor and the Executive Committee
-  **Head of Claims** 10/2012 - 09/2020
UNIQA GlobalCare S.A. Geneva
- Key account Manager to Head of Claims department (15 claims managers)
 - Team management (daily meetings, objectives, HR, follow-up)
 - Validation and control of invoices, cost optimization
 - Key account manager of the GPAFI complementary health insurance
 - Management of complex cases and fraud investigations
 - Head of Medical team (managing of GOP, medical contacts, ...)
 - Optimization of the computer program, implantation of a DMS and the extranet
 - Development and implementation of management and quality processes ISO 9001
 - Data Protection Officer (GDPR)
-  **Administrative Manager** 11/2011 - 09/2012
POGE S.A. Geneva
- Administrative management and updating of insurance contracts
 - Financial and accounting follow-up of the company
-  **Key account manager** 07/2007 - 01/2011
Vanbreda Risk & Benefits Strassen- Luxembourg
- Management and development of a portfolio of over 2,000 private clients
 - Client appointments, contract negotiation, and management
 - Conducting client seminars
 - Negotiation and customization of contracts with insurers
-  **Managing Director - 20%** 11/2003 - 06/2007
CAP S.A. Rodange- Luxembourg
- Managing Director
 - Creation and administrative management of the company
 - Development of the client portfolio and partnerships
 - Contract negotiation with suppliers and insurers
-  **Insurance broker employee - 60%** 07/2001 - 06/2007
Assurances Brankart S.P.R.L. Jemeppe-Belgium
- Commercial contacts with clients
 - Production, Management, Claims contracts at Jemeppe-Belgium
 - Assurances Brankart SPRL
 - Increased occupancy rate from 60 to 80 %
-  **Financial & Banking Officer - 40%** 02/2001 - 12/2003
Banque Cr dit Agricole - Bureau Y. FASTRE S.A. Fexhe-Belgium
- Processing of consumer credit applications, mortgage loans, agricultural financing
 - Analysis and entry of financing files in the business application
 - Client relations management and financial and banking solutions consulting
 - Management of banking operations: cashier operations, safe deposit management, liquidity flow processing (Banque Cr dit Agricole)

EDUCATION

- University degree in Insurances** 09/1998 - 06/2001
HEMES Liège, Belgium
- Equivalent to Federal Brevet as Specialist in Insurances
- High school diploma in Economy** 09/1992 - 07/1997
SFXII Verviers, Belgium

KEY SKILLS

- Leadership & Team Management:**
Driving performance and efficiency in diverse teams.
- Process Automation & Digitalization**
Enhancing workflows through innovative IT solutions
- Contract Negotiation**
Strong experience in insurer and financial institution agreements.
Financial Compliance & Risk
- Client Relations & Conflict Resolution**
Handling high-stakes negotiations and complex cases.
- Credit & Loan Processing**
Evaluating and managing consumer, mortgage, and agricultural loans.
- Banking Operations**
Managing cash flow, high-value transactions, and financial advisory.

LANGUAGES

French	Mother tongue	●●●●●
English	LPE - C1	●●●●●
Dutch	B2	●●●●●
Russian	A2	●●●●●

IT SKILLS

Excel · PowerPoint · Word · Outlook · Mac OS · UMOJA · Inspira

TRAINING

- Promoting Access to Medical Technologies and Innovation**
WIPO 2024
- Training in Internal auditor ISO 9001**
SQS 2018-2019
- Training in public tender**
EBP 2005-2006
- Typing and word processing**
SFXII 1995

HOBBIES

Fitness, Swimming, Yoga,
Movies, Tv shows, Reading, IT, AI