Nawashy

Email: [nawashy.292826@2freemail.com](mailto:nawashy.292826@2freemail.com)

Place of Birth: Bahrain

Date of Birth: 22 September 1986

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| CAREER PROFILE: |

* Worked as Motor Underwriting Officer
* Worked as Motor Recovery Officer
* Worked as Motor Claims Officer
* Working as Motor Claims Supervisor
* Proven record of reliability and responsibility
* Remain calm and professional throughout critical incidents
* Strong analytical skills, capable of assessing conditions and implementing appropriate intervention
* Resourceful problem solver; capable of implementing solutions to complex problems
* Relate well to people from various cultures
* Excellent communicational and interpersonal skills
* Strong ability to deal with the customers queries and problems
* Great demonstration and leadership qualities

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| PROFESSIONAL EXPERIENCE: |

Motor Underwriter, Motor Underwriting Dept.

Al Sagr National Insurance Company

Dubai, UAE

October 2008–October 2009

* Meeting the clients and issue the policies.
* Follow up the clients and the accounts.
* Working as customer care coordinator.
* Follow up the brokers and salesmen production.
* Prepare and release the quotations.

Motor Recovery Officer, Motor Recovery Dept.

Al Sagr National Insurance Company

Dubai, UAE

October 2009 – February 2010

* Making and receiving outstanding
* Settlement outstanding
* Checking outstanding
* Properly file and record debit memos to respective accounts on daily basis
* Submit debit invoices to respective accounts and complete necessary document works
* Make Outbound Calls to remind delinquent accounts about their overdue payments to ensure payment dues are collected on time
* Assist finance manager and accountants in daily recording of transactions
* Undertake other relevant duties that maybe required

Motor Claims Officer, Motor Claims Dept.

Al Sagr National Insurance Company

Dubai, UAE

February 2010 - August 2011

* Manage, prepare and assess claims
* Dealing with agencies and garages.
* Liaise with repairers or suppliers when needed
* Receiving and evaluating quotations.
* Survey vehicles.
* Ensure claims are settled in accordance with policy and company guidelines
* Promptly advise clients of decisions regarding claims
* Deny claims where applicable
* Apply creative problem-solving to selected claims, while adhering to policy definitions and regulations
* Handle claims electronically

Motor Claims Supervisor

Al Sagr National Insurance Company

Dubai, UAE

August 2011– August 2012

* managing and coaching the team
* working closely with insurance brokers, agents and loss adjusters
* making sure that claims are dealt with according to financial services industry regulations
* dealing with customer complaints and appeals
* working on complex or fraudulent cases that need experience and specialist knowledge
* maintaining quality and customer service standards
* keeping accurate records

Motor Claims Supervisor

Al Sagr National Insurance Company

Abu Dhabi, UAE

August 2012 - Present

* managing and coaching the team
* working closely with insurance brokers, agents and loss adjusters
* making sure that claims are dealt with according to financial services industry regulations
* dealing with customer complaints and appeals
* working on complex or fraudulent cases that need experience and specialist knowledge
* maintaining quality and customer service standards
* keeping accurate records

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| Education: |

Umm Qais High School, Jordan

GPA 84.2 literary branch /2004

Al Al-Bayt University, Jordan

Bachelor of <.aabu.edu.jo/faculties_site/index.jsp?menu_id=258&site_no=100902&col_id=>[&dept\_id=904&id=](%26dept_id=904%26id=)[&dept=904"Management Information Systems](%26dept=904%22Management%20Information%20Systems)

Graduation year: 2008 GPA 72.2

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| PERSONAL DETAILS: |

* ORACLE 10g(SQL, PL/SQL, DESIGN, REPORTS)
* Photoshop CS2
* Computer skills(Word, Excel, PowerPoint, Access)

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| Language: |

* Native Language is Arabic
* Very good command in English, written and spoken

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| References: |

* Available upon request