## SUMMARY



An energetic and results-oriented insurance professional with proven abilities in generating sales, strategic planning, managing projects, team building, improving efficiency of operations and overall customer service experience. Able to identify corporations unique selling points, develop areas of strength while minimizing weaknesses through effective implementation of company policies, standards, changes in operations and systems that optimize productivity, to deliver on service promises and create new business opportunities. Demonstrated ability to motivate staff to achieve maximum efficiency, as well as managing costs through ideal allocation of man power and available resources.

## KEY SKILLS AND COMPETENCIES

Customer Service – Expert in developing and maintaining customer relations in the long term and ensuring positive supreme service being implemented resulting in conversion of high percentage of renewals and volume of new business referrals.

Business Development– Increase business and identify new opportunities in generating revenue and leads. Build a positive relationship with intermediaries and maintain successful partnership with them. Close new business deals by coordinating requirements; developing and negotiating health insurance terms with the underwriting unit; integrating contract requirements with business operations.

Operations Management – Proven time management, abilities to work under pressure and to meet deadlines.

## WORK EXPERIENCE

### Customer Service Team Leader Middle East and Africa (May 2016 - present) – Now Health International – Dubai, UAE

* + Prepared daily workloads for staff and coordinating allocation of work among the team

* + **Handling new client enquiries and acting as face of the company**
	+ Maintaining clients and potential customer’s relationships
	+ Motivated the team to achieve high standards and KPI targets
	+ Handling complaints and identifying issues and recommend solutions and improvements to insurance related procedures and processes
	+ Handling provider’s relationships and business development as well as contracts agreements ensuring the best service provided.
	+ **Monitoring and reporting on standards and performance targets**
	+ Involved in the recruitment of new staff as well as training of recruits on internal procedures, processes and products updates

### Business Development Executive MENA (June 2013 – May 2016) – Now Health International – Dubai, UAE

* + Prepared competitive written proposals/quotations for existing & prospective customers after successful negotiations with the underwriting unit.
	+ Constant follow up with intermediaries, as well as clients from inbound sales leads, on proposed health insurance options including offer guidance and assistance to book the business and deliver within agreed turnaround times.
	+ Consistently meet and strive to overachieve on set monthly revenue targets.
	+ Delivered corporate presentations and training sessions to potential brokers on existing products, as well as upcoming product advancements, using specific needs analysis tools in relation to target market.
	+ Conducted weekly team meetings to discuss insurance strategies on planning and executing regular lead generation and promote company’s growth whilst analyzing competitor trends in the market and develop action plans to neutralize external threats.

### Internship in Operations and Administration (June 2012 – May 2013) - Now Health International – Dubai, UAE

* + Developed and assisted in implementation of an effective and simple allocation process to ensure a quick turnaround in the assessment of member and provider claims.
	+ **Completed training on Citrix and Open Health operating systems two weeks ahead of schedule. After which had been tasked to assist the policy administration team in preparing policy documentation for secured clients.**

## EDUCATION & QUALIFICATIONS

**Bachelor of Business Administration, major in Finance - American University in Beirut (2006 – 2007), American University in Dubai (2008-2012)**

**High School Diploma in Sciences (1993-2005) – International School of Chouiefat – Sharjah, United Arab Emirates.**

**Chartered Financial Analyst (CFA) Program – Level One Completion**

## INTERESTS AND ACHEIVEMENTS

Travel: Recently visited Georgia this past summer along with three friends, as part of personal goal to experience Eastern European culture and tradition as well as socialize with the local residents.

Food: Open and curious in consuming exotics dishes which are considered as appetizing delicacies in other countries

Self-Development: Particularly enjoy creative boot camps and training guides brought by Real Social Dynamics on development of your social network and personal life.

## LANGUAGES AND INFORMATION LITERACY SKILLS

* **Languages: Arabic (Native), English (full professional proficiency)**
* **Computer Literacy: Microsoft Office (Word, Excel, Power Point), Adobe Photoshop, Adobe Illustrator, Data & Information Management**