**Naddaf**

##### Career Objective

 *A highly motivated and intelligent individual with an enthusiastic work ethics. Keen and having strong desire to excel in professional career. A unique talented and High knowledgeable skillful and resourceful Insurance Office Manager with over than 10 years of extensive experience in insurance field, having a great experience in supervising administrative support workers within the organization. Looking forward to continue rewarding and challenging career within a successful business environment where I can make use the maximum of my skills and abilities to deal with people to the benefit of prospective employer.*

*Areas of Expertise*

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| * *Ability to handle large team, to establish and maintain collaborative working relationship*
 | * *Good organizational and management knowledge with the Capability to provide strong leadership.*
 |
| * *Strong interpersonal values and principles*
 | * *Dynamic, creative, goal oriented and ambitious*
 |
| * *Generate Business Analysis Statistics*
 | * *Analytical thinker in solving problems*
 |
| * *Talent for quickly mastering technology*
 | * *Capacity to deal with client’s complaints.*
 |
| * *Sound familiarity with product line and services to meet customer needs, High self confidence and honest to the customer and company.*
 | * *In depth knowledge of insurance products, procedures and claims in addition to the Strong knowledge of computer skills and programs.*
 |
| * *Exceptional verbal and written communicational skills*
 | * *Profound ability to instruct others in an on-the-job setting*
 |
| * *Emphasizing on continuing development*
 | * *Competitive state of mind and strong work ethic with Uncommon ability to perform supervisory responsibilities over others*
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*Professional Experience*

***Arabia Insurance Company –( Arabia Insurance Company-Syria) , Beirut, Damascus & Lattakia 2006 - 2017***

***Verdun Insurance Agency - Beirut (May 2016- February 2017)***

* *Following up the entire agency's related sales business with trying to find out new business channels.*
* *Creating and adopting new marketing strategies in cooperation with the sales team*
* *Assisting in all technical insurance issues.*

***Branch Manager – Lattakia branch (January 2014 - May 2016)***

* *Preparing the branch's annual budget, the annual business plan, operations of Lattakia branch employees & sales staff.*
* *Preparing seminars, training courses & business plan report in addition to providing orientation for job training of new employees & trainees*
* *Carries out market studies and information gathering and any marketing related functions in cooperation with the marketing department staff*
* *Managing all technical & financial issues related to Lattakia branch*
* *Overviews all the branch policies and claims and General supervision of all Lattakia branch departments (Technical, accounting & sales)*
* *Managing all H.R issues related to Lattakia staff (recruitment, annual leave plans, training needs, staff performance evaluation…)*
* *Supervising sales force with trying to expand their insurance knowledge, performance & production*
* *Planning & organizing to guarantee new business channels that increase our branch production in all LOB*
* *Monitor claims & follow up accounts & cash control*
* *Monitor Lattakia staff's work performance with trying to improve the performance level*
* *Handling all the governmental issues related to branch*
* *Coordinate management meetings with shareholder and clients*
* *Carries out visits to clients and contacts new prospects, Periodicals visits to our shareholders and VIP clients*
* *Preparing periodical reports to general management*

 ***Assistant Branch Manager – Lattakia branch (January 2012 - January 2014)***

* *Replaces branch manager in case of absence*
* *Participates in preparing the branch's annual budget*
* *Participates in meeting with the branch manager to discuss the annual business plan of the branch*
* *Participates and assists in the sales operation in coordination with the supervisor in respect of underwriting discussion*
* *Meets with the branch manager to discuss business operations*
* *Assists the branch manager in all the HR issues related to the staff (recruitment, annual leave plan, training needs, staff performance evaluation…)*
* *Assists the branch manager in the preparation of seminars and training courses*
* *Attends seminars as per the approved annual budget*
* *Assists in formulating the business plan report (human resources and capital budget of the branch)*
* *Carries out market studies and information gathering and any marketing related functions in cooperation with the marketing department staff*
* *Carries out visits to clients in coordination with branch manager*
* *Participates in the collection of premiums*
* *Prepares periodical reports to the branch manager*
* *Overviews all the branch policies and claims*
* *Contacts new prospects in coordination with branch manager*
* *Provides orientation and on-the-job training to new employees and trainees*
* *Performs other related duties as assigned or requested by the branch manager*

 ***Supervisor – Lattakia branch (May 2010 - January 2012)***

* *Supervise all the branch's departments (Administrative, Technical, Accounting, Sales)*
* *Supervision of all technical and financial manners related to all branch department (Policies, Offers, Claims)*
* *Supervision the sales force and working always to expand their knowledge and to improve their performance and production*
* *Planning and organizing to obtain the new business channels to increase branch production in all LOB*
* *Periodic visits to the shareholders and VIP clients*
* *Monitor the accounting and follow up the claims and cash control*
* *Coordinate the management meeting with the clients and shareholder in Lattakia and all AIC-S events in Lattakia*
* *Monitor the performance of staff and work to develop and improve performance*
* *Handling all branch government relations*

***Senior Non – Motor - Lattakia branch (June 2007 - May 2010)***

* *Issuing all sorts of Non-motor policies manually & on system program*
* *Prepare all the reports related to Non-Motor Insurance Business*
* *Keeping detailed records of policies underwritten and decisions made*
* *Preparing monthly registers soft & hard copies for the productions of non-motor classes of business*
* *Preparing all renewal notices and coordinate with the clients to renew all the policies with our best terms & conditions*
* *Handling all the filling & all other skills related to my job*

 ***Junior Marine - Damascus branch (June 2006 - June 2007)***

* *Issuing all sorts of Non-motor policies manually & on system program*
* *Handling all the filling & all other skills related to my job*

 ***IT Department - Damascus branch (September 2006 - June 2007)***

* *Preparing system analysis for the company in order to create the company's system program*
* *Working as help desk*
* *Working on preparing & linking the company's electronic equipment when launching the branch*

 ***Arabia Insurance Company s.a.l (H.O) (April 2006 - September 2006)***

* *Training in all insurance departments; Specialized in Marine Insurance*
* *Training in re-insurance department & IT department*

 ***Joud Company Lattakia (IT depa rtment) (May 2005 - April 2006)***

* *Preparing and Launching new network system for Joud Lattakia factory and all the branches over the Syria countries*
* *Helpdesk in lattakia factory for both companies Joud Mandarin and Joud household*
* *Network administrator for Joud Mandarin and Joud household companies*
* *Maintenance for all computers, printers and all other electronic devices*
* *System analysis for Joud Household in order to apply new system network to connect the whole departments*

*Education*

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| **1999 - 2005** Electronic Engineering - Networking and Computer System Department - "IT Dept". Aleppo University – Aleppo – Syria & Tishreen University - Lattakia - Syria |

*Professional Development*

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| --- | --- |
| **- insurance training seminars:** |  |
| **Arabia Insurance Company–Syria,** **2007** **Damascus H.O** Seminar in General Insurance: (Engineering, Miscellaneous, Life, Medical, Motor; Fire & General Accidents, Reinsurance, Marine and Hull, Claims & Arbitration, Finance, Sales ).**June – 2010 Damascus H.O** Supervisory Skills **October – 2011 Damascus H.O** Managerial Skills  |
| **- Computer Skills** 2002 - Training on Network launching and administrating / Syria Science information society/ (SCS)  - CCNA – CCNP : Cisco Hardware,  - Microsoft Office, E-mail scheduling, Internet surfing, software applications, typing. |
| **- Languages**  2003-2004-2005 Multiple English courses at British council - Lattakia  |

***Additional Information***

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| --- | --- |
| Naddaf.355277@2freemail.com  | Email: |
| Syrian, have a valid AE resident visa. | Nationality: |
| 13 September,1979 | Date of birth: |
| Sport - traveling | Hobbies: |