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# **Farid FaridPic**

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**Summary:** Over eight years of experience in the health insurance sector in UAE. Good customer service skills, with a friendly, helpful attitude.

**Work Experience**

**Capital Shield Insurance, Abu Dhabi**

**Apr - 2014 – Sep 2015**

**Capital Shield Insurance Brokers LLC (CSIB)** is a leading multinational insurance brokerage; duly registered and licensed to operate health insurance business in UAE.

Working as an **Insurance Coordinator** handling medical policies of various corporate clients including Tawazun Group.

**Oman Insurance Co. LLC, Dubai**

**Feb – 2007 – Nov 2013**

**Oman Insurance Co**mpany has been providing small and medium companies and large corporations with tailor-made health insurance plans.  Having insured in excess of 600,000 people in the UAE.

Worked in production department as a Insurance Officer, handling member enrollments, card production,.dealing with customers, handled new, renewal and medical polices of corporate clients such as ADNOC group, Etisalat, ADAC, Arabian power company, Abu Dhabi Municipality, ensuring that the policies organized in the system within the policy limits and cards are printing within the given time limits without errors.

* Handling member enrollments, card production
* Ssupported to the distribution channels, policy issuance and after sales support.
* Regular interaction with the customers to form a relationship.
* Continues update to customer about the coverage plan.
* Serves customers by resolving service problems
* Arranged and validated high volume of client data as per the system requirements.
* Uploading the new and renewal policy data in the system taking into account policy benefits and limits.
* Photo capturing for medical cards production
* Production of cards using specialized Datacard MX-6000 printer
* Coordination with IT for date correction
* Interacted with the customers to answer the queries in respect to Medical Policies pertaining to Claims and Underwriting.
* Serves customers by providing product and service information; resolving product and service problems.
* Interaction with brokers and other branches
* Brought matters of importance to the notice of Supervisor/ Assistant Manager for decision and timely action.

**Al Dar Consultant, Dubai**

**May 2005 Feb 2006**

Worked as a Documents Controller/Stores Assistant (Temporary position) at their project Jumeira Island based in Dubai, from May 2005 until February 2006

**Modi Xerox Pvt. Ltd. India**

**Feb 2003 to Dec 2004**

Worked as Data Entry/Cash Handling Clerk in Personnel Department and in sales office and performed the following duties:

* Set up an maintain employees personnel filing systems
* Data Entry of regular and non-regular employee’s information in computer system and maintaining records.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits
* Responding to employees queries related to personnel matters
* Maintain all cash payments, all cash receipt vouchers along with supporting documents
* Tally physical cash balance with the daily cash register counter signed by the supervisor
* Process daily payments and cash receipts

**Xcell Computer Pvt. Ltd.**

**1995 to 2002**

I set up and managed my own business of Personal Computers, hardware Supply & maintenance.

* Experienced in hard-core selling and Marketing of Personal Computers.
* Engaged in Computer assembling of different configurations.
* Maintenance and troubleshooting, Installation and configurations of different OS including Windows 2K, software’s and other MS applications
* Networking of computers on Windows NT and 2000 with nodes including Windows XP.
* Structured Cabling and Networking through switch.

**Software Installations** Windows 95/98, Windows 2000 and Windows NT 4.0, Office 2000 &Proxy Server

**Educational Qualification**

Bachelor of Business Administration – 2011 from Sikkim University

Advance Diploma in Software Technology & System Management from NIIT in 1994

Reservation and Ticketing **-** Amadeus Basic Functionality Course from Amadeus Abu Dhabi

Proficient in MS Office applications, Word and Excel and Shamil, software widely used with life and medical insurance Co’s in UAE.

**Languages Known** Fluent in English, Hindi and Urdu

**Personal Information**

**Nationality** Indian

**Date of Birth** 3rd July 1969

**Marital Status** Married with one child

**Validity of the Passport** 23/02/2025

**Holding valid UAE driving license.**