Waleed

Email: waleed.362369@2freemail.com

A year and a half experience in insurance Claims adjudication and operations, looking for a new challenge in the insurance and project management fields. Interested to relocate.

# Professional Experience

**AIG Shared Services /** Kuala Lumpur - Malaysia  **Sept 2015 – Current**

**Express Auto Claims Adjuster – Middle East Department**

* Investigate the claims documents received and confirm Liability and Coverage.
* Liaise with the Underwriters, internal and external surveyors and vendors to reach a reasonable settlement amount.
* Adjust reserves and process the payments.
* Handle enquiries and claims registrations incoming through either inbound phone calls or emails.
* Assist the team to meet the deadlines according to the SLAs, insure all customers’ enquiries and requests are attended to within the agreed TAT.
* Achieve daily targets while maintaining good customer service.
* Process end-to-end claims from the registration phase until the payment.

**Achievements:**

* Passed the Advanced Excel Training conducted in the company.
* Submitted a process improvement idea to the Performance Value Excellence Team, this allowed me to be eligible to join and pass the Lean Six Sigma Yellow Belt Training conducted in the company. / November 2016
* Was promoted to be the team’s SME 7 months after the commencement of my Role as a Claims Handler.
* Conducted a training video for best Customer Service practices and ethics upon the training department’s nomination
* Received the Prestige Outstanding Performance Award for the assisting the team in the daily operations as well as providing assistance to other departments on work volume spikes / October 2016
* Was nominated by my managers to join the other team leaders in the Autobotz Competition, it aims to come up with ideas to increase efficiency, reduce time and tasks for different teams processes. / October 2016
* Received the Prestige Team Excellence Award with my team members for constantly meeting our SLAs and clearing all the backlogs. / June 2016
* Was nominated by my team managers to assist the South Africa Team in handling Customers phone enquiries during the high volume period / June 2016
* Received the Voice of claims Excellence award for exceptional customer service and achieving the highest score in the Quality Assurance assessments / May 2016

**FDI Spotlight Ltd /** Kuala Lumpur - Malaysia **Nov 2014 – July 2015**

**Project Assistant**

* Prepare Countries Business Destination Guides for Lufthansa Airlines.
* Prepare the Higher Education Review for Times Higher Education magazine.
* Liaise with Public Relation departments to meet with Ministers, Chief Minister and CEOs of top companies.

**The Brazilian Football Academy /** Khartoum - Sudan **Feb 2011 – July 2011**

**Translator and Spokesman**

* Serve as a translator from English to Arabic and vice versa for the managers of the Academy.
* Handle the translation of documentations and official speeches/letters issued by the managers.
* Act as the official Spokesman of the Academy in social and events when requested to.

**Khayal Corporation /** Khartoum - Sudan **Feb 2010 – Dec 2010**

**Technical Support and Customer Service Executive**

* Deliver service and support to end-users via phone, Email or face to face.
* Interact with customers to provide information in response to inquiries and concerns about the products.
* Identify the problems in a short period, follow the procedures and report to the second level if necessary.

# Education

**SEGI University /** Kota Damansara, Malaysia **November 2014**

### Bachelor Of Engineering (Hons), Electrical and Electronics Engineering, Awarded by University of Sunderland.

**Sudan University of Science and Technology /** Khartoum, Sudan **October 2010**

Diploma of Engineering, Electrical Engineering.

**Relevant Courses:** Project management with Primavera, Supervisory effective skillsand problems solving in teamwork, Public relations and social communication, Network technology, Entrepreneurship and Leading skills, Performance management, Lean Six Sigma White Belt Training, Lean Six Sigma Yellow Belt Training, Advanced Excel Training

# Technical skills

* Fluent in Arabic (mother tongue), Fluent in English, Highschool level of French.
* Wide knowledge of different types of insurance, such as (Auto, Travel, Casualty, General Liability, Marine, Property, Financial Lines, Energy, Workmen’s Compensation..etc).
* Advanced Computer skills (maintenance, troubleshooting, Microsoft Office especially Word and Excel).
* Good in creating Automation Excel tools and mergers to improve efficiency and reduce manual data entry/ email templates.
* Verse in the computer software and systems (i.e Citrix, Premia) and a quick software learner.

# Interpersonal skills

* Good customer service phone etiquette and proficient email writing.
* Awareness of cultural differences gained through working in different departments and regions.
* High attention to details and meticulous when handling a large number of portfolios.
* Good in handling complaints and angry customers, and ability to control tough conversations.
* Able to multitask and absorb a high volume of work.
* Flexible with changes and a good team player.
* Able to work independently and improvise when needed.
* Good team leading skills and the ability to coach and provide assistance.
* Ability to handle projects and good in meeting deadlines.