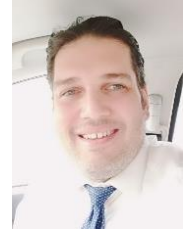


Suleiman El Masri

Email: sulaiman341980@gmail.com Mobile: +966 59 527 0146

Highly experienced and motivated professional in the field of corporate insurance with 15 years' experience in Motor Insurance, Medical Insurance and General Insurance for large companies in Saudi Arabia. I have vast experience in key account management for medical and motor insurance, exceptional analytical problem-solving skills, team-building and training skills



Core Competencies and Skills:

- **Corporate Insurance Sales**
- **Key Account Management**
- **Customer Service**
- Team-building & interpersonal skills
- Self-Motivated Person
- Multi-Tasking
- Staff Training Skills
- Analyzing Statistical Data Skills
- Profound Database Management Skills
- Planning, Organizing & Implementation
- Communication Skills
- Task management
- Negotiation skills
- Strong organizational skills
- Work Under Pressure
- Adapt to Different Environments
- Loyal and Hardworking
- Excellent Negotiator
- Compiling Information
- Strong Communication Skills
- Ability to Record Minutes of Meeting
- Issuing All Types of Reports

Education:

- Bachelor's Degree in Business Administration, Jinan University - Sidon, Lebanon, 2008
- Technical Baccalaureate (3bt – Electricity), Dar Al Enaya Technical Institution - Sidon, Lebanon, 2001

Professional Experience:

Mar. 2022 – JAN 2024

ALLIANZ INSURANCE

Khobar

Account relationship manager

- Managing & marketing all lines of insurance (Motor Insurance, Medical Insurance and General Insurance).
- Building excellent relationships with customers.
- Preparing weekly report to our Manager of the clients that I have insured with us.
- Manage and solve conflicts with clients.
- Meet deadlines for accounts.
- Generate monthly reports for the works accomplished.
- Coordinate with sales teams to achieve company targets.

Suleiman El Masri

Email: sulaiman341980@gmail.com Mobile: +966 59 527 0146

Dec 2020 – Feb 2022 MALATH INSURANCE

Khobar

SALES ACCOUNT EXECUTIVE

- Managing & marketing all lines of insurance (Motor Insurance, Medical Insurance and General Insurance).
- Building good relationship with customers.
- Preparing weekly report to our Manager of the clients that I have insured with us.
- Manage and solve conflicts with clients.
- Meet deadlines for accounts.
- Generate monthly report for the work done this month.
- Coordinate with sales team to achieve company targets.

dec 2019 – Oct. 2020

INSURANCE HOUSE COMPANY

Khobar

MEDICAL PRICING EXECUTIVE

- Ensuring cost accuracy.
- Presenting cost revisions.
- Updating pricing efficiency of pricing actions.
- Responding fast to the market condition
- Negotiating pricing agreement

Jan 2014 – Sep. 2019

MEDGULF

Khobar

POLICY ADMINISTRATION SUPERVISOR – MEDICAL

- Ensure accurate and timely production of all group members' personal details and policy specification relating both to new business and renewals, and to tend to all policy administration requirements
- Allocate responsible team members for creation documentation for new policies and renewals as requested
- Allocate responsible team members for carrying out amendments and additions to existing policy documentation or cancellations of policies.
- Undertake work on new policy or amendments processing for substantial and complex contracts.
- Investigate and report on complaints or assist in responding to such enquiries when scrutiny is needed.
- Promote and ensure the accuracy of data inputting regarding policy conditions and member details, instituting and conducting sampling and checking systems as appropriate, signing-off on policies
- Conduct checks on debit note calculations prior to transfer of documentation to enrollment section.
- Day-to-day supervision of Policy Admin section officers, honing their skills, coaching and sharing expertise.
- Motivate team colleagues, provide feedback, approve leave requests and monitor calculations by the accounting department for any sickness or absence.
- Monitor progress in key production areas, inform Section Head of issues in staffing or workflow
- Maintain up-to-date knowledge of regulatory requirements and coach team colleagues on compliance.
- Update team members about changes in policy and process.
- Prepare medical policies & booklets of medical benefits.
- Overall Quality of Policy details.
- Accuracy of billing information.

Suleiman El Masri

Email: sulaiman341980@gmail.com Mobile: +966 59 527 0146

- New and renewal policy production turn around timings.
- Endorsement of running policies completion time.
- Errors in Policy details are minimized.
- Managing different section strategies & resources to properly plan for pool continuity.

July 2010- Dec 2013

MEDGULF

Khobar

Senior Policy ADMINISTRATION team leader – MEDICAL

- Ensure accurate and timely production of all group members' personal details and policy specification relating both to new business and renewals, and to tend to all policy administration requirements
- Allocate responsible team members for creation documentation for new policies and renewals as requested
- Allocate responsible team members for carrying out amendments and additions to existing policy documentation or cancellations of policies.
- Undertake work on new policy or amendments processing for substantial and complex contracts.
- Investigate and report on complaints or assist in responding to such enquiries when scrutiny is needed.
- Promote and ensure the accuracy of data inputting regarding policy conditions and member details, instituting and conducting sampling and checking systems as appropriate, signing-off on policies
- Conduct checks on debit note calculations prior to transfer of documentation to enrollment section.
- Day-to-day supervision of Policy Admin section officers, honing their skills, coaching and sharing expertise.
- Motivate team colleagues, provide feedback, approve leave requests and monitor calculations by the accounting department for any sickness or absence.
- Monitor progress in key production areas, inform Section Head of issues in staffing or workflow
- Maintain up-to-date knowledge of regulatory requirements and coach team colleagues on compliance.
- Update team members about changes in policy and process.
- Prepare medical policies & booklets of medical benefits.
- Overall Quality of Policy details.
- Accuracy of billing information.
- New and renewal policy production turn around timings.
- Endorsement of running policies completion time.
- Errors in Policy details are minimized.
- Managing different section strategies & resources to properly plan for pool continuity.

Jul. 2009 – Jun. 2010

MEDGULF

Khobar

CUSTOMER SERVICE REPRESENTATIVE

- providing a valuable connection between insurance customers and policy providers. our job is to handle all customer queries and complaints also provide prospective customers with detailed information about company products.

Suleiman El Masri

Email: sulaiman341980@gmail.com Mobile: +966 59 527 0146

Internships:

Jul 2008 – Aug. 2008

CREDIT BANK

Sidon, Lebanon

COUNTER OPERATION & CUSTOMER SERVICE

Aug. 2007 – Oct. 2007

AL-AFAK HIGH SCHOOL

Nabatiyeh, Lebanon

WEBSITE DESIGNER & ERP DEVELOPER

Computer Skills:

- MS Office (Word, Excel, PowerPoint, Front Page, Access, Publisher & Visio)
- VB.NET
- Web Programming & Design
- Networking
- JAVA
- Fast Bilingual Typing Abilities (English & Arabic)

Languages:

- English: Fluent, written & spoken
- Arabic: Fluent, written & spoken

Personal Data:

- Marital status: Married
- Nationality: Lebanese
- Date of birth: July 12, 1980
- Interests: Reading insurance journals, travel

References available upon request