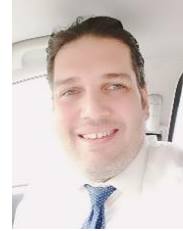


Suleiman El Masri

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

Professional Experience:

Mar. 2022 – Mar. 2024

ALLIANZ INSURANCE
Relationship manager

Khobar

- Managing & marketing all lines of insurance (Motor Insurance, Medical Insurance and General Insurance).
- Building and maintaining long term relationship with the client to ensure their continued satisfaction and loyalty.
- Preparing and presenting regular reports on client activities , feedback and satisfaction level to management
- Meet deadlines for accounts.
- Coordinate with sales teams to achieve company targets.
- Working closely with other departments such as underwriting claim and customer service to ensure a seamless client experience.
- Policy renewal managing renewal for client insurance policies ensuring timely and efficient renewal
- Assisting client with the claims process ensuring they receive timely and fair settlements .

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- Identifying opportunities for up selling and cross selling insurance products to existing client and acquiring new clients .

Dec 2020 – Feb 2022

MALATH INSURANCE
CORPORATE ACCOUNT EXECUTIVE

Khobar

- Client Relationship Management:
- Develop and maintain strong relationships with corporate clients.
- Serve as the primary point of contact for client inquiries and issues.
- Conduct regular meetings with clients to review their insurance needs and coverage.
- Identify and pursue new business opportunities within the corporate sector.
- Develop and implement sales strategies to achieve targets.
- Prepare and present insurance proposals to prospective clients.
- Oversee the administration of corporate insurance policies.
- Ensure accurate and timely policy issuance, renewals, and endorsements.
- Coordinate with underwriters to customize policies to meet client needs.
- Monitor client satisfaction and address any concerns promptly.
- Implement retention strategies to minimize client turnover.
- Provide exceptional service to maintain long-term client relationships.
- Analyze market trends and competitor offerings.
- Adjust strategies to stay competitive and meet client demands.
- Provide feedback to management on market conditions and client needs.

dec 2019 – Oct. 2020

INSURANCE HOUSE COMPANY
MEDICAL PRICING EXECUTIVE

Khobar

- Ensuring cost accuracy.
- Presenting cost revisions.
- Updating pricing efficiency of pricing actions.
- Responding fast to the market condition
- Negotiating pricing agreement
- Reviewing and assessing the medical insurance claims to determine the appropriate pricing
- Advising the client on the best insurance option based on their needs and budget
- Requesting quotes from insurance companies based on the client need and prepare the comparison table for negotiation.

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Jan 2014 – Sep. 2019

MEDGULF

Khobar

Health policy admin Supervisor

- 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.

Aug 2010- Dec 2013

MEDGULF

Khobar

Senior health policy admin team leader

- 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.
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- Managing different section strategies & resources to properly plan for pool continuity.

Jul. 2009 – July 2010

MEDGULF
CUSTOMER SERVICE REPRESENTATIVE (CSR)

Khobar

- Responding to customer questions about insurance policies, coverage options, claims processes, and billing.
- Assisting customers with policy renewals, cancellations, and changes.
Guiding customers through the claims process, providing necessary forms, and following up on claim statuses.
- Addressing and resolving customer complaints and issues promptly.
- Helping customers understand different insurance products and facilitating the sales process.
- Maintaining accurate records of customer interactions and transactions.
- Ensuring all interactions adhere to company policies and regulatory requirements.
- Strong communication skills, empathy, and a good understanding of insurance products are essential for this role.

Internships:

Jul 2008 – Aug. 2008

CREDIT BANK
COUNTER OPERATION & CUSTOMER SERVICE

Sidon, Lebanon

Aug. 2007 – Oct. 2007

AL-AFAK HIGH SCHOOL
WEBSITE DESIGNER & ERP DEVELOPER

Nabatiyeh, Lebanon

Computer Skills:

Suleiman El Masri

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- 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