

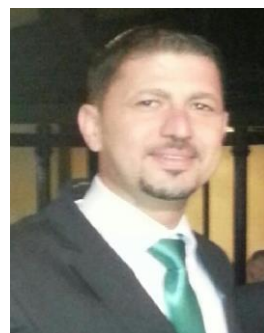
## **Khaled AL-Qaissi**

15th of March 1974

Jordanian

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## **OBJECTIVE**

To get hold of a position that will benefit from job experience and driving work ethic.

## **Qualifications & Training Courses**

- ✓ Bsc From Jordan University 1995 in Nursing.
- ✓ Certified Professional Manager (CPM) from Institute of Financial and Management Studies (IFMS) Chartered the Laws of the State of Delaware, USA.
- ✓ Advanced (CPM) in Management Strategy.
- ✓ Course in Third Party Administration(TPA)-Med Net International.
- ✓ Training course in Medical Insurance organized by BUPA international and Gulf Market.
- ✓ Providing training course on Medical &General Insurance for number of private entities (Zain, Libya Insurance Company ,Arab Orient Insurance Company )
- ✓ Giving a course in Medical and life insurance through Union Jordanian insurance companies at the level of Arab States
- ✓ Member Of Arab Insurance Institute in training panel for medical insurance

## **Skills**

- ✓ Excellent leadership quality
- ✓ Build successful teams.
- ✓ Good organizational and management knowledge.
- ✓ In depth knowledge of insurance products, procedures and claims .
- ✓ Ability to perform under pressure.
- ✓ Great risk and time management ability.
- ✓ Capacity to deal with client's complaints.

## **Personal Qualities**

- ✓ High self confidence
- ✓ Good communication skills.
- ✓ Honest to the customer and company.

## **Professional Experience**

**1-Harmony Brokerage For Insurance And Services –Chairman Of The Board** 01/03/2012 Till 30/09/2019.

- ✓ Set up the brokerage firm from the scratch.
- ✓ Gaining the profitable business for the insurance company.
- ✓ Keeping a good relationship with insurance companies .
- ✓ Maintaining a good relationship with the existing client.
- ✓ Establishing a strategic plans.
- ✓ Providing an annual business plan and measuring the achievements.
- ✓ Establishing sales objectives by forecasting and developing annual sales quotas .
- ✓ Implementing the international sales programs and practices and developing field sales action plan.
- ✓ Maintaining sales volume product mix (all class of insurance) and selling price by keeping current with supply and demand, changing trends, economic indicators and competitors.
- ✓ Completing sales operational requirements by scheduling and assigning employees following up on work results.
- ✓ Maintaining sales staff by recruiting ,selecting, orienting and training employees.
- ✓ Maintaining sales staff job results by counseling and disciplining employees ,planning, monitoring and appraising job results.
- ✓ Keeping professional and technical knowledge by attending educational workshop , reviewing professional publications, establishing personal network, participating in professional societies.
- ✓ Conducting daily visit for new and existing client.
- ✓ Portfolio management with the board directors.
- ✓ Monitoring loss and profit monthly and annual.
- ✓ Close monitoring over the premium due on client.
- ✓ Monitoring receivable and payable.

**2-United Insurance Company** –Deputy General Manager Medical And Life Department From 24Nov 2009 Till 29-2-2012.

- ✓ Creating ,developing and marketing a portfolio of medical and life insurance that produce more than 40% from their production
- ✓ Building a strong team
- ✓ Portfolio management
- ✓ Reinsurance management.

**3-Arab German Insurance Company** –Deputy General Manager Medical and Life Department from 1Nov 2002 Till 24 Nov 2009

Carenow(TPA owned by AGI) General Manager from 1 Nov 2002 Till 24 Nov 2009

- ✓ Managing a team of approximately 120 employees in a busy environment.
- ✓ Negotiating contracts, ensuring that they balance value and risk.
- ✓ Establish an implement departmental policies, goals, objectives and procedures .
- ✓ Ensuring that capacity and capability are continually planned.
- ✓ Encouraging, identify and developing best practice strategy.
- ✓ Producing operations manual which define how the business is to be run.
- ✓ Achieving target in a dynamic and complex business environment
- ✓ Building and maintaining strong and effective relationships with medical provider and customers
- ✓ Design and shape the underwriting manuals for the staff (Medical and technical underwriting protocol )
- ✓ Reducing loss exposures by gaining more discount from the medical provider and enhancing a claims procedure manual
- ✓ Conducting our reinsurance on monthly basis in order to keep our portfolio in excellent shape .

**4-Arab Orient Insurance Company** –Senior Operation Manager for Medical Division From 1 Oct 2000 Till 31 Oct 2002

- ✓ Building a new department of medical insurance
- ✓ Producing operations manual
- ✓ Managing Claims, underwriting and network

**5-Arab Jordanian Insurance Group** – Claims &Network Supervisor From 1 Sept 1998 Till 1 Oct 2000

- ✓ Claims entry
- ✓ Claims Auditing
- ✓ Negotiating with medical provider for more discount

**6-MedNet Jordan** –Supervisor in Medical Claims Center From 1 Sep 1995 Till 1Sep 1998

- ✓ Utilization management
- ✓ Medical review
- ✓ Technical Review

**Computer Skills**

Basics (Word, PowerPoint, Excel) Internet Concepts