

Arslan Hafeez

Sharjah- UAE

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PROFILE SUMMARY

To be involved in work where I can utilize skill and creatively involved with system that effectively contributes to the growth of organization and to success in an environment of growth and Excellency.

WORK EXPERIENCE

Office Administrator / Sales

Hosn Al Sharjah Insurance Brokers – Sharjah – UAE (October 2019 – to date)

- Supports company operations by maintaining office systems and supervising staff.
- Maintains office services by organizing office operations and procedures, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Completes operational requirements by scheduling and assigning employees and following up on work results.
- Keeps management informed by reviewing and analyzing special reports, summarizing information, and identifying trends.
- Coordinating with Clients for their queries and resolving them on urgent basis.
- Issuing polices and knowing the required documents for processing the policy as per the applicable law.
- Close the deal as per the clients and insurance companies target rates and benefits.
- Ensures that all the Medical Insurance policies are renewed on time.
- Drafting letters, memos, replying to clients queries by email in outlook.
- Attending meetings to close the deals for Medical Insurance with the client and insurance companies along with the Manager.
- Calculating the balance payment of the client before the policy end period.
- Handling claims for medical and sending the documents to the insurance companies within the required period.
- Arranging for the office equipment when required.

Medical Underwriter cum Sales Executive

Golden Eagle Insurance Brokers, Dhabi – UAE (July 2017 – July 2019)

- Requesting for quotation from different insurance companies as per the clients request by attaching all the necessary documents for the Insurance Companies to issue the quotation.
- Issue Individual Medical Policies through online Portal.
- Coordinating with the insurance companies for completion of the process of the medical queries.
- Sending quotation to the clients for approval and asking for the required documents.
- Prepare censes sheets and scanning the required documents and pictures
- Follow up for the cards with Insurance companies.
- Reporting to the General Manager and Operations managers on daily basis.
- Attending meeting with the Clients for Medical & motors insurance.

Front Desk Manager

Suzuki Gujrat Motors, Pakistan (Sep 2009 to Feb 2017)

- Established relationships with new customers – Showed customers how to use acquired vehicles before and after delivery.
- Maintained contact with existing customers through meeting, emails and by phone.
- Kept up to date on changes in pricing, leasing programs, different incentives, campaigns and trade shows.
- Updated management daily; records of sales and orders – Tracked progress of existing orders by contacting or liaising with suppliers.
- Deal with all banks for installment of vehicle, providing them the quotations, price list and other documents related to sales or leasing.
- As a Team Leader, Leading my team and achieving targets.
- Monthly, weekly sales Meeting with sales Manager and account managers, & reporting to CEO
- DIMS software use, Generate booking orders, delivery orders and gate pass of each customer..
- Maintaining Customer Documents Records from both company and dealership ends.
- Deal with insurance companies, providing the insurance policies and rates to customers.
- Maintaining high level of Customer satisfaction(Sales , Services, FFS , SFS)
- Process customer requests and issues within given TAT.
- Able to experience the software named DIMS.

EDUCATION

Bachelor of Commerce (B.Com)

University of the Punjab, Pakistan

Intermediate Computer Science (ICS)

University of the Punjab, Pakistan

PROFESSIONAL SKILLS

- *Excellent* communication, presentation and *negotiations skills*
- Ability to manage time and prioritize my work under pressure.
- Strong computer skills in the areas of Sales management.
- Flexible and quick in responding within short notice period.
- Demonstrated team orientation, motivation and flexibility.
- Fluent in English Speaking and writing and also in Urdu.

ITSKILLS

- Excellency in MS Excel, Ms Word
- Office administration skills, computer skills, knowledge on MIS

PERSONAL INTEREST

- Playing Cricket, Badminton, Gym, Traveling & reading books.

PERSONAL INFORMATION

Name:	Arslan Hafeez
DOB:	14 August 1987
Marital Status:	Single
Nationality:	Pakistani
Visa:	Valid residence Visa (Transferable)