

## **Simaan Elias Ibrahim / Cert CII UK, ICA**

Languages: Arabic, English

Dob: 25<sup>th</sup> November 1982, Syria

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### **CAREER OBJECTIVE**

To serve organization with full motivation and dedication and make myself Beneficial Asset for the organization. In addition, my objective is to get the challenging Position within an organization where I could use my skills more professionally and efficiently and seek as the challenging position.

### **PROFESSIONAL EXPERIENCE**



**Future Insurance Broker Services LLC - Dubai, UAE** From 24<sup>th</sup> May 2021– Till Date

Employed as **Insurance Manager /Consultant** for all classes of insurance.

### **PROFESSIONAL EXPERIENCE**



**Guardian/Howden Insurance Brokers - Abu Dhabi, UAE**

From 04<sup>th</sup> Nov 2020– 14<sup>th</sup> April 2021

Employed as **Business Development Officer** for all classes of insurance.

### **PROFESSIONAL EXPERIENCE**



**INSURANCE GROUP- Abu Dhabi, UAE**

From 10<sup>th</sup> Oct 2011– 04<sup>th</sup> Nov 2020

Employed as an Assistant Manager in the Abu Dhabi division, Nasco Emirates W.L.L (A member of Nasco Insurance Group) which is a licensed insurance broking company based in United Arab Emirates.

#### **Roles & Responsibilities:**

**Assistant Manager** / Motor Department (Underwriting & Claims)

From 01<sup>st</sup> Jan 2019– 04<sup>th</sup> Nov 2020

- Studying and analyzing the insurance risk of our existing and new clients (terms, conditions and coverages)
- Approaching the market to get terms from other insurers and do the comparison based on both rates and coverages
- Offering our terms based on the risk management results.
- Convincing the client with our services and terms and ensure that meet with his requirements.
- Send the renewal notices to the clients one month at least in prior of the policy expiry date and follow up with them to get their confirmation.
- Issuing motor insurance policies (new and renewal) and ensure of delivering the original policies to the clients on due course without any delay after sending them soft copy by email.
- Following up with the client and get their feedback on the same.
- Preparing weekly and monthly reports for (new, renewal, unrenewed and lost business) in order to improve our retention ratio and put our efforts in keeping our retention ratio as high as possible

- Arranging for regular visitations with our existing clients and for new meetings with new clients as well

### **Claims**

- Receiving claims from the client, reviewing the case and send the vehicle to our workshop or the agency (based on the policy terms) along with the repair approval and all required documents to start the repair job.
- Make sure that the vehicle has repaired perfectly and delivered to the client on time and get the client satisfaction on the repair conditions.

**NASCO** **Role: Senior Underwriter** - Motor Department  
 From 01<sup>st</sup> Jan 2013– till 31<sup>st</sup> Dec 2018

**NASCO** **Role: Underwriter** - Motor Department  
 From 10<sup>th</sup> Oct 2011– 31<sup>st</sup> Dec 2012

### **PROFESSIONAL EXPERIENCE**

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 **RAKBANK** - Abu Dhabi, UAE.

*From 01st Feb 2011 up to 01st Aug 2011*

### **Roles & Responsibilities:**

#### **Relationship officer** (business loan department)

- Acquiring new and expand existing Client relationships.
- Ensuring money collection efficiency by adhering to the collection process in letter and spirit.
- Promoting new products and services launched by the bank and improved revenue per customer.
- Collating and sharing market information, customer insights and performance parameters in specified formats on a regular basis.
- Communicating professionally with client's GM and/or FM to offer the RAKs' business loans and other products.
- Convincing the client with the bank services and offers such as: business loans; Auto loans, personal loans, Credit Cards...etc.
- Being professionally representative for the bank and Being an effective marketing asset (e.g. by promoting that "RAK Bank is one of the best banks in the country).
- Analyzing customer's business nature and type in order to customize and provide the best suitable offers and services.
- Following up the deal as per procedures and ensuring the satisfaction of the client.
- Driving the development of new profitable business with a designated portfolio of Mid-Corp prospects and clients.
- Managing client visitation and contact.
- Studying the business environments, strategies, and industry to better determine their requirements, identify potential new business opportunities of the Bank and provide the appropriate solutions.
- Studying the competitions, capabilities and gaps, and how to position the bank against them.
- Promoting sales through frequent client meetings and offering new products, market and industry developments.
- Managing proposal writing and the entire sales process.
- Developing and enhancing in-depth client's knowledge and sharing it with the bank coverage team for both new business development and client risk management.
- Working closely with the appropriate Relationship Managers to drive efforts to expand existing business with current clients, providing feedback to product managers.
- Generating cross-sell opportunities by maintaining strong working relationships with other lines of business.

- Achieving assigned Client's acquisition goals.
- Promoting deposit growth.
- Ensuring that reports are prepared and submitted in a timely manner

## PROFESSIONAL EXPERIENCE

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### AL WADY PALACE RESORT (Lebanon).

*From 01st May 2004 up to 01st Aug 2008*

#### **Roles & Responsibilities:**

##### **Accountant** (part time)

- Handle full scope of management & financial accounting functions including closing of monthly & year-end accounts.
- Assisting in preparation of timely reporting & ensuring of the reporting integrity and compliances.
- Liaising and coordinating with finance team on accounting issues.
- Assisting in other accounting functions as assigned.
- Responsible to ascertaining that all daily incomes which should be received by the resort are received properly and completing the various reports, which reflect the incomes received by the resort.
- Prepare profit and loss statements and monthly closing and cost accounting reports.
- Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions.
- Supervising at all the cashiers and the accountants and solve their problems/ if any.
- Preparing a daily report and presenting it to the management.

## EDUCATION

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- **Degree/ Division:** Bachelor /Faculty of Commerce.
- **Specialization:** Banking and Financial Sciences.
- **Passing Year:** 2008.
- **Institution:** Tishreen university / Syria.

## COMPUTER SKILLS

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- Computer Courses (ICDL) Microsoft Office (excel, Word, PowerPoint, Outlook and Adobe Acrobat)
- IRIS
- Scientific browsing and searching on Internet

## ACHIEVEMENTS AND CERTIFICATES

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- ICA **Certificate** in Financial Crime Compliance for the Insurance Sector in the UAE by International Compliance Association (2021).
- CII Level 3 **Certificate** in Insurance by Chartered Insurance Institute – UK (2021).
- Quality Performance **Award** / best performer (2016) (NASCO Emirates WLL).
- Quality Performance **Award** / best performer (2012) (NASCO Emirates WLL).
- Microsoft Excel 2013 (basic, intermediate and advanced) **Courses** (2017).
- Customer services and business etiquette **Course** (2015).
- Advanced underwriting workshop **Course** (2015).
- Professionalism with customers **Course** (2012).

## REFERENCES

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Will be furnished upon request.