

# MOHAMED MUSTHAPAH JEZEK

Address : Al Quoz Dubai - UAE

LinkedIn : [linkedin.com/in/jezek-mohamed](https://www.linkedin.com/in/jezek-mohamed)

Email : [jezek.mohamed@gmail.com](mailto:jezek.mohamed@gmail.com)

Phone : +971564866731

---

## PROFESSIONAL SUMMARY

Dedicated and results-driven professional with extensive experience in insurance, risk management, operations, and customer relationship management. Adept at leading teams, optimizing processes, and delivering tailored solutions to meet client needs. Skilled in financial analysis, policy interpretation, and claims management, with a proven ability to ensure compliance and foster business growth. Proficient in leveraging technical expertise to streamline workflows and enhance service delivery. Recognized for exceptional leadership, problem-solving abilities, and a customer-centric approach, driving success in dynamic and competitive environments.

---

## KEY COMPETENCIES

- Insurance Underwriting
- Claims Processing
- Policy Administration
- Regulatory Compliance
- Risk Management
- Data Analysis
- Customer Relationship Management (CRM)
- Insurance software and tools
- Microsoft Office Suite
- Detail-Oriented
- Problem Resolution
- Business Development and Strategy
- Analytical and Problem-Solving
- Leadership and Team Management
- Client Engagement
- Cross-Selling & Upselling
- Target Achievement

---

## PROFESSIONAL EXPERIENCE

### Business Development Manager – General Insurance Department

Continental Insurance Lanka Limited, Sri Lanka June 2024 – To Date

- Developing and executing strategic plans to expand the general insurance client base and achieve revenue targets.
- Building and maintaining strong relationships with key clients, brokers, and other stakeholders to drive business growth.
- Conducting market research and competitor analysis to identify new opportunities and stay ahead in the industry.
- Leading the sales team, setting performance goals, and providing training and mentoring to ensure high productivity.
- Monitoring and analyzing sales performance metrics, preparing reports, and presenting insights to senior management.
- Ensuring compliance with regulatory requirements and internal company policies in all business development activities.
- Representing the company at industry events, seminars, and conferences to enhance brand visibility and network with potential clients.

### Senior Branch Manager – General Insurance Department

Amana Takaful PLC, Sri Lanka July 2017 – May 2024

- Directed and managed branch operations, ensuring alignment with organizational goals and adherence to Takaful principles.
- Expanded market presence by identifying new business opportunities, developing client relationships, and implementing targeted marketing strategies to increase customer acquisition and retention.
- Supervised and trained branch staff, fostering a high-performance culture and promoting professional development to achieve branch objectives.

- Ensured the delivery of superior customer service by addressing client inquiries and complaints effectively, maintaining a high level of customer satisfaction.
- Oversaw the sales team to meet and exceed branch sales targets, offering innovative insurance solutions to meet diverse customer needs.
- Managed branch budgets, monitored financial performance, and prepared periodic reports to present to senior management.
- Identified and mitigated operational and financial risks, ensuring the branch operated within acceptable risk parameters.
- Achieved a 20% increase in branch revenue within one year by streamlining sales processes and expanding the client base.
- Implemented a customer feedback system that enhanced service delivery and improved client retention by 15%.

### **Policy Administrator & Medical Underwriter**

Grand Policy Co. Insurance & Reinsurance Brokerage , Riyadh, Saudi Arabia  
November 2015 – July 2017

- Managed the end-to-end policy lifecycle, including policy issuance, renewals, endorsements, and cancellations, ensuring accuracy and compliance with regulatory and organizational standards.
- Assessed and analyzed medical insurance applications to determine risk levels, policy terms, and coverage limits based on underwriting guidelines.
- Reviewed and verified medical claims, ensuring compliance with policy terms and conditions, and collaborated with claims adjusters to resolve complex cases.
- Liaised with clients to address inquiries, explain policy terms, and provide tailored insurance solutions to meet their medical coverage needs.
- Maintained accurate records of policies, underwriting decisions, and claims, generating detailed reports for management and regulatory compliance.

### **Electronic Claims Processing Executive**

Claims and Risks Services Co. Ltd., Jeddah, Saudi Arabia  
December 2010 – September 2015

- Processed and verified electronic claims, ensuring accuracy and adherence to policy terms and guidelines.
- Reviewed supporting documentation for claims, including invoices and medical records, to validate eligibility.
- Collaborated with insurance providers and healthcare facilities to resolve discrepancies and expedite claims.
- Maintained accurate claims records and generated detailed reports for management and compliance audits.
- Ensured timely processing of claims to meet service-level agreements and enhance client satisfaction.

### **Billing Officer – Accounts Receivable**

Saudi German Hospitals Group, Jeddah, Saudi Arabia  
January 2009 – December 2010

### **Project Officer**

Islamic Relief Worldwide, Nintavur, Sri Lanka  
April 2005 – May 2006

---

## AWARDS & ACHIEVEMENTS

**Branch Manager Runner-Up (All-Island )** - Amana Takaful PLC 2022

**Highest Third-Party Seller 2nd Runner-Up (All-Island )** 2022

**Highest Growth Winner (All-Island )** - Amana Takaful PLC 2018

**Achievement Award (All-Island )** - CEO, Amana Takaful PLC 2023

**Employee of the Month (All-Island )** - Saudi German Hospitals Group 2015

---

## EDUCATION & CERTIFICATIONS

**Master of Business Administration** (Expected Completion Date June 2025)

Cardiff Metropolitan University 2025

**Bachelor of Business Administration**

Avid College, Maldives 2020 - 2023

**Diploma in Computerized Accounting**

A-One Great Study Centre, Sri Lanka

**Diploma in Software Engineering**

Digital Tech Computer System, Sri Lanka

**Diploma in Hardware**

SSA Computers, Sri Lanka

**Principles of Insurance**

Al Aamal Training Center, Jeddah, Saudi Arabia July 2011

**Coaching Skills for Effective Leadership and Performance Excellence**

Smart Quest Coaching & Consulting Pvt Ltd. February 2018

**Certificate of Attendance**

Islamic Relief Worldwide, Sri Lanka 2006

---

## DRIVING LICENSE DETAILS

**UAE | Saudi Arabia | Sri Lankan Driving License**

---

## LANGUAGES

Tamil - Native

English - Fluent

Arabic - Fluent

Sinhala - Fluent

Malayalam - Fluent

---

## REFERENCES

Available upon request