



Khaled Saafan

Insurance Executive compiles data and analyzes various resources for risk management when issuing policies. Proven experience in both commercial insurance and individual insurance underwriting. Detail-oriented when examining documents and making recommendations. Accomplished Customer Service Representative of 8 years, consistently maintaining customer satisfaction and contributing to company success.

CONTACT



DUBAI, UAE



+971505049373



Khaled.ali1608@gmail.com

CORE QUALIFICATIONS

- Current insurance knowledge.
- Familiar with account coding.
- Relationship building and management.
- Customer needs analysis.
- Customer data management .
- Multi-tasking.
- Product organization/Order fulfilment /Cash handling expertise /Risk management
- Remote teamwork.
- Customer data management.
- Telephone enquiries specialist.

LANGUAGES

- Arabic: First Language
- English: C2 Proficient

ADDITIONAL INFORMATION

- Nationality : Egyptian
- Date Of Birth : 16/08/1989

EDUCATION

- 2014 Certificate In General English Course (Level E9 ASEB International Center)
- 2011: Bachelor's Degree Faculty Of Commerce ALEXANDRIA UNIVERSITY.
- 2011: EAAK Group for Accounting Training course.

EXPERIENCE

General Insurer/Customer Service Representative

Oman Insurance Company - Dubai

- 01/2019 - Current
 - Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.
 - Customize insurance programs to suit individual customers, often covering a variety of risks
 - Clinical coding and Medical terminology
 - Sell a variety of insurance products to businesses and individuals by achieving a monthly target of 250,000 DHs.
 - Familiar with CRM - Microsoft dynamic for encoding company formalities
 - Increased data collection accuracy by recording client account information with zero discrepancies.

Customer Service Representative

GDRFA (Dubai Immigration) - Dubai, UAE

- 12/2016 - 12/2018
 - Responsible for handling all immigration transactions and processes for all types of visas in UAE.
 - Handling customers' complaints professionally and diplomatically
 - Managing angry customers professionally.
 - Handling client queries via different channels(Direct, phone, email & chat)
 - Familiar with most of the nationalities in all over UAE.

Admin & Public relationship officer

Du Sucontractor (HOI MEA) - Dubai, UAE

- 09/2015 - 12/2016
 - DU subcontractor - Dubai, Responsible for government-related transactions such as immigration, notary, DED, Tas-heel, Amer, and DLD.
 - Completed daily billing, collections and reporting duties.
 - Sending, and receiving Emails and reports and acting as a contact point between the company and government offices.
 - Tracked data on company image and adjusted strategies to improve results.

Admin & Customer service assistant

Gold's Gym, Al Ahli Holding Group, - Dubai, UAE

- 07/2014 - 08/2015
 - Welcomed guests and clients in friendly, positive manner.
 - Following up with the existing members for renewing their memberships.
 - Captured and processed client information, entering data into online systems for wider company use.
 - Collaborated effectively with customers and staff to maintain smooth-running company operations.
 - Maintained clean, safe working environments to eliminate accident risks.