

# Dima Damaj, MsC, Cert. CII

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## Summary

Motivated and driven insurance and reinsurance broker, partaking in business development activities. Steadily forging long-term relationships with clients to secure the company's revenues and growth. Consistently striving for self-improvement with a successful MSC in Management from ESA/Université de Poitiers in hand and Certified CII member at the Lloyds Chartered Insurance Institute.

## Education

November 2021	<b>Cerftified CII – <u>Lloyds' Chartered Insurance Institute</u></b>
August 2018	<b>Certificate in Shipping Management – <u>American University of Beirut</u></b>
Sep 2014 - June 2016	<b>Double Masters Degree in Business Management, with emphasis on Marketing and Finance: <u>ESA - Ecole Supérieure des Affaires &amp; Université de Poitiers</u> 3.0GPA</b>
September 2015	<b>Certificate in Oil and Gas: <u>Al Jad Law Firm &amp; Beirut Bar Association</u></b>
October 2013	<b>Business Management Certificate: <u>Notre-Dame University - DCE</u></b>
Sep 2010 - June 2013	<b>BA in Insurance: <u>Institut Supérieur des Sciences des Assurances USJ 3.4GPA</u></b>
2009-2010	<b>French Baccalaureate, <u>Grand-Lycée Franco-Libanais</u></b>

## Experience

March 2021 – August 2021	<b>Senior Broker – Marine &amp; Specie - CHEDID RE</b> <ul style="list-style-type: none"><li>Participate in developing and analyzing existing products and underwriting guidelines based on the insurance market's database and trends</li><li>Identify new products, segments and markets and track competitor activity</li><li>Provide technical advice to cedants/reinsurers in order to ensure high-quality service</li><li>Identify potential areas of risks that threaten the profitability of the insurance portfolio and provide recommendations</li><li>Propose methodologies and solutions to overcome risks and reduce effects</li><li>Identify retention ratios and renewals in order to measure retained premiums</li><li>Coordinate with insurers/reinsurers in order to negotiate quotations and terms or close deals</li><li>Review and endorse on proposal components (e.g. pricing, terms and conditions)</li><li>Participate in benchmarking of underwriting, placement and employer plan data</li><li>Review underwriting information needed for reinsurers for decision-making purposes</li><li>Perform underwriting analysis and quoted risks in order ensure alignment with the binding agreement</li><li>Perform compliance checks and report identified issues for resolution &amp; follow-up client needs on mid-term changes or endorsements</li></ul>
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November 2016 –  
March 2021

**Senior Insurance Consultant, Insurance and Value Added Services –  
CMA CGM**

- Tackle all Merit Group/CMA CGM local policies regarding renewal and issuance: constant negotiations with insurers to guarantee maximum coverage for best market premiums.
- Gauge the condition of business or individual customers and discover plans according to their requirements
- Coordinate and follow up with underwriters for insurance policies' issuance, and endorsements (marine & general policies)
- Follow the market trends and continuously refurbish knowledge on products and services
- Responsible for the performance of 4 CMA CGM Agencies: Lebanon, Jordan, Cyprus & Greece
- Provide continuous Value Added Services training to agencies under Regional Office scope.
- Analyze market difficulties and challenges faced by the sales force in relation to value added services sales.
- Liaise with Head Office by reporting sales streams and market challenges.
- Conduct Insurance and Value Added Services sales visits with the teams in Lebanon and abroad.
- Handle Value Added Services implementation depending on each agency by assisting in Serenity internal procedure (booking, invoicing and reporting.. etc)
- Prepare and submit Monthly Insurance and Value Added Services production reports to Management.
- Follow up and assist with Insurance and Value Added Services claims handling.
- Provide continuous Value Added Services training to the sales force and to agencies under Regional Office scope.

September 2015 -  
November 2016

**Corporate Sales Executive: OMT SAL – Online Money Transfer**

- Develop and build a client base of corporate accounts with recognized companies in the market in order to execute corporate sales initiatives outlining 'Western Union Business Solutions' and 'Cash to Business' services at OMT.
- Close sales deals with prospective clients and ensure their accounts are created in a timely manner; follow-up on their accounts continuously.
- Follow-up on sales & after sales process at each stage by maintaining positive relationships with clients, answering their inquiries and following up on their service satisfaction level.

January 2013 –  
August 2015

**Account Executive: Unirisk Insurance Brokers**

- Constant follow-up with Underwriters on policies
- Develop and emphasize client base
- Underwriting General policies

## **Languages**

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	<b>Arabic</b>	<b>English</b>	<b>French</b>	<b>Italian</b>
Written	Native	Fluent	Fluent	Medium
Read	Native	Fluent	Fluent	Medium
Spoken	Native	Fluent	Fluent	Medium

## **Certificates & Trainings**

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<b>2021</b>	Ethics and Compliance Essentials (US)
<b>2021</b>	Financial Crime – Middle East
<b>2017 - Present</b>	Active Member at <b>Lebanon Book Club</b>
<b>2018</b>	<b>Boost Your Sales Seminar</b> – CMA CGM
<b>2016 - Present</b>	<b>Expert Level – LOGI (Lebanese Oil and Gas Initiative)</b>
<b>2016</b>	<b>Oil &amp; Gas Workshop</b> – Me. Malek Takieddine
<b>2016</b>	<b>Business Development Seminar - Singapore</b>
<b>2013-2015</b>	<b>Italian Level 3: Centro di Cultura Italiana</b>

## **References**

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Available upon request