

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

Experience

March 2021 – August 2021	<u>Senior Broker – Marine & Specie - CHEDID RE</u> <ul style="list-style-type: none">• Participate in developing and analyzing existing products and underwriting guidelines based on the insurance market's database and trends• Identify new products, segments and markets and track competitor activity• Provide technical advice to cedants/reinsurers in order to ensure high-quality service• Identify potential areas of risks that threaten the profitability of the insurance portfolio and provide recommendations• Propose methodologies and solutions to overcome risks and reduce effects• Identify retention ratios and renewals in order to measure retained premiums• Coordinate with insurers/reinsurers in order to negotiate quotations and terms or close deals• Review and endorse on proposal components (e.g. pricing, terms and conditions)• Participate in benchmarking of underwriting, placement and employer plan data• Review underwriting information needed for reinsurers for decision-making purposes• Perform underwriting analysis and quoted risks in order ensure alignment with the binding agreement• Perform compliance checks and report identified issues for resolution & follow-up client needs on mid-term changes or endorsements
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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				
	Arabic	English	French	Italian
Written	Native	Fluent	Fluent	Medium
Read	Native	Fluent	Fluent	Medium
Spoken	Native	Fluent	Fluent	Medium
Certificates & Trainings				
2021	Ethics and Compliance Essentials (US)			
2021	Financial Crime – Middle East			
2017 - Present	Active Member at Lebanon Book Club			
2018	Boost Your Sales Seminar – CMA CGM			
2016 - Present	Expert Level – LOGI (Lebanese Oil and Gas Initiative)			
2016	Oil & Gas Workshop – Me. Malek Takieddine			
2016	Business Development Seminar - Singapore			
2013-2015	Italian Level 3: <i>Centro di Cultura Italiana</i>			
References				
Available upon request				