

PETER MALAK

Provider Network & Client Relations Supervisor | Clinical Research, CRM
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Summary

As a Provider Network and Client Relations Supervisor at Health360 Ancillary Services, I bring over five years of expertise in customer relationship management and client relations. My role focuses on fostering strong partnerships with providers while ensuring client satisfaction through effective communication and operational excellence. Previously, I was a Team Leader in call center operations, ensuring service standards and timely solutions

Key Achievements

Client Satisfaction Increase

Increased client satisfaction rate by 25% within eight months.

Provider Discounts Success

Negotiated provider discounts, achieving a 15% cost reduction.

Agent Performance Boost

Trained 10 underperforming agents, improving average call quality by 40%.

Network Expansion

Grew network by 20% through strategic client engagement.

Experience

Health360 Ancillary Services WLL

Bahrain

Provider Network & Client Relation Supervisor

03/2025 - Present

Company Description

- Highlight your accomplishments, using numbers if possible.

Health360 Ancillary Services WLL

Bahrain

Provider Network & Client Relation Executive

09/2018 - 03/2025

Company Description

- Handle relations with the medical providers which includes negotiating discounts, studying price lists, handling reconciliations and visit the medical providers on regular basis
- Meet potential clients by growing, maintaining and leveraging our network
- Prepare new Providers contracts, price negotiation and adding in the system
- Check Network integrity and reporting, including contract interpretation/validation, facilitate provider setup and contract
- Prepare policies related information, policies network, sorting files and maintaining the same through the system
- Assist and fulfill the clients' needs to ensure satisfaction

Health360 Ancillary Services WLL

Bahrain

Call Center Team Leader

03/2020 - 03/2022

Company Description

- Led and managed daily call center operations, ensuring seamless workflow and high performance.
- Oversaw call quality and maintained service standards through continuous monitoring and coaching.
- Communicated and enforced organizational policies, procedures, and service guidelines to all team members, ensuring consistent compliance.
- Conducted regular call monitoring to ensure strict adherence to quality standards and operational procedures.
- Analyzed agent performance data to identify training needs, and developed and organized targeted training sessions to improve the skills of underperforming team members.
- Managed client satisfaction by ensuring prompt and effective resolution of challenges, leading to high client retention.
- Prepared and presented comprehensive reports on team performance to management, and proposed innovative strategies to enhance center efficiency and productivity.

Bahrain Prime Trading

Bahrain

Medical Sales Representative

03/2018 - 10/2018

Company Description

- Highlight your accomplishments, using numbers if possible.

Experience

Al Borg Medical Laboratories

Bahrain

Medical Sales Representative

08/2016 - 01/2018

Company Description

- Visiting medical facilities to introduce scope of services and advantages
- Discussing with key persons in medical facilities to cover their service needs
- Dealing with issues that arise during contract preparation or service provision
- Tailoring special services according to market needs
- Maintaining and generating new business to achieve target sales revenue
- Presenting and informing about the company services

Education

South Valley University

Egypt

Bachelor of Science - BS

09/2005 - 11/2011

Higher studies in Applied Microbiology

01/2012 - 12/2013

Diploma

South Valley University

09/2005 - 11/2011

Bachelor of Science - BS

Languages

Arabic Native ●●●●●

English Proficient ●●●●●